

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Southland Security Supervisor			
Reports to	Service Manager Security			
Location	Southland Hospital			
Department	Facilities & Property			
Direct Reports	6 + contractors	Total FTE	6	
Budget Size	Opex	N/A	Capex	Nil
Delegated Authority	HR	N/A	Finance	N/A
Date	January 2023			
Job band (indicative)	Designated Security Supervisors (\$25.40 - \$32.68 per hour)			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is:

- To provide a safe environment for all staff, patients and visitors, protecting property and the interests of Te Whatu Ora Southern.
- To provide leadership within the security team structure, promote team cohesion and provide mentoring for new Healthcare Security Officers
- To act as a liaison between security services and the wider organisation, connect with external agencies and the public as required
- Actively address any work performance issues where appropriate and escalate as required
- Healthcare is the primary purpose of this role, Security is the secondary purpose.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Supervisory responsibilities	<ul style="list-style-type: none"> • To supervise the security team for in house and contracted staff. • Develop and sustain a positive team culture of continual performance improvement. • Review pricing, Health and Safety information and physical onsite work of both in house staff and contracted workers. To ensure it meets a high standard. • Carries out and updates competency training records as required. • Provides advice and rectifies issues escalated by the security team. Issues unable to be resolved are escalated to line manager for assistance. • Identify potential improvements to systems and processes to ensure the continuous improvement of security duties. • Provides highly focused professional advice in all aspects of the position. Advice is provided swiftly and accurately, and answers are sought independently if not known. • Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols. • Undertakes duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.

Training	<ul style="list-style-type: none"> • Be restraint trained, participate in training sessions as directed and revalidate restraint and defensive tactics skills as prescribed by the Security Training Officer. • Attend internal training requirements, which are provided by the service. • Attend Safe Practice Effective Communication (SPEC) training and revalidate annually. • Undertake personal and physical restraint of patients, within approved protocols, as requested by clinical staff. • Meet training requirements for the role. • Support and assist new staff during orientation to role
Rostered Duties	<ul style="list-style-type: none"> • Able to competently work all rostered shifts as required
Reporting	<ul style="list-style-type: none"> • File reports on all shift activity/tasks performed in the electronic logbook. • Report any issues related to security, safety or risk. • Any other irregularities in respect of Te Whatu Ora Southern property, vehicles, staff or visitors is reported appropriately. • Use Safety1st to report any restraint events attended, injuries sustained and any major issue that may require investigation. • Ensure all events are reported appropriately.
Security Duties	<ul style="list-style-type: none"> • Respond to Fire Emergency calls. • Respond to security duress alarms and calls for urgent security assistance. • Escort staff, patients, money, valuables and medications as required. • Use monitoring and surveillance equipment in an appropriate way to assist with site security and safety. • Undertake regular patrols of the facility, to provide a deterrent to potential problems, and gather information, which may indicate where preventative measures could be implemented. • Security has the expectation of being punctual and reliable. This is vital to providing our service
Other Duties	<ul style="list-style-type: none"> • Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with Te Whatu Ora processes and reflects best practice. • Live and support the Te Whatu Ora values in everything you do.
Professional Development	<ul style="list-style-type: none"> • Identifying areas for personal and professional development. • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Te Whatu Ora's Health, Safety and Wellbeing policies, procedures and systems. • You understand and consistently meet your obligations under Te Whatu Ora's Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.

Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Giving effect to the principles of the Te Tiriti – Partnership, Participation and Protection through your interaction with others on a day to day basis. • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.
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Relationships

External	Internal
<ul style="list-style-type: none"> • Visitors • Contractors • New Zealand Police • New Zealand Fire Service • Department of Corrections • St John New Zealand • Oranga Tamariki 	<ul style="list-style-type: none"> • Te Whatu Ora staff and patients • Healthcare Security Officers • Security Administrators • Otago Security Supervisor • Service Manager Security • General Manager Facilities and Property

About you – to succeed in this role

You will have

Essential:

- Experience with applying security policy/ procedure to meet legislative and organisational requirements
- Experience with working collaboratively with clinical teams and external agencies

Desired:

- National Certificate in Security Level 3
- A current NZ Drivers Licence

You will be able to

Essential:

- Demonstrate sound interpersonal and communication skills
- Read, write and speak English to a standard to understand instructions, both written and verbal, and to write clear incident reports
- Demonstrate excellent observation skills and be alert to detail and the unusual
- Have the ability to identify potential hazards, and be able to take appropriate action to prevent or reduce problems before they arise
- Acquire and utilise the necessary legislation relevant to working in security within a Hospital setting
- Ability to work unsupervised as required and within a team environment
- Maintain a courteous and professional attitude at all times
- Able to act independently, be courteous, helpful, tactful and culturally sensitive, and can also be assertive when the situation demands
- Always observe strict confidentiality with regard to any privacy issues that may arise while on site
- Ability to adapt and engage in new tasks related to security when necessary
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity

Desired:

- Good computer skills
- Good working knowledge of the security protocols and Health & Safety procedures put in place
- Familiar with implementing procedures once they have been introduced

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.