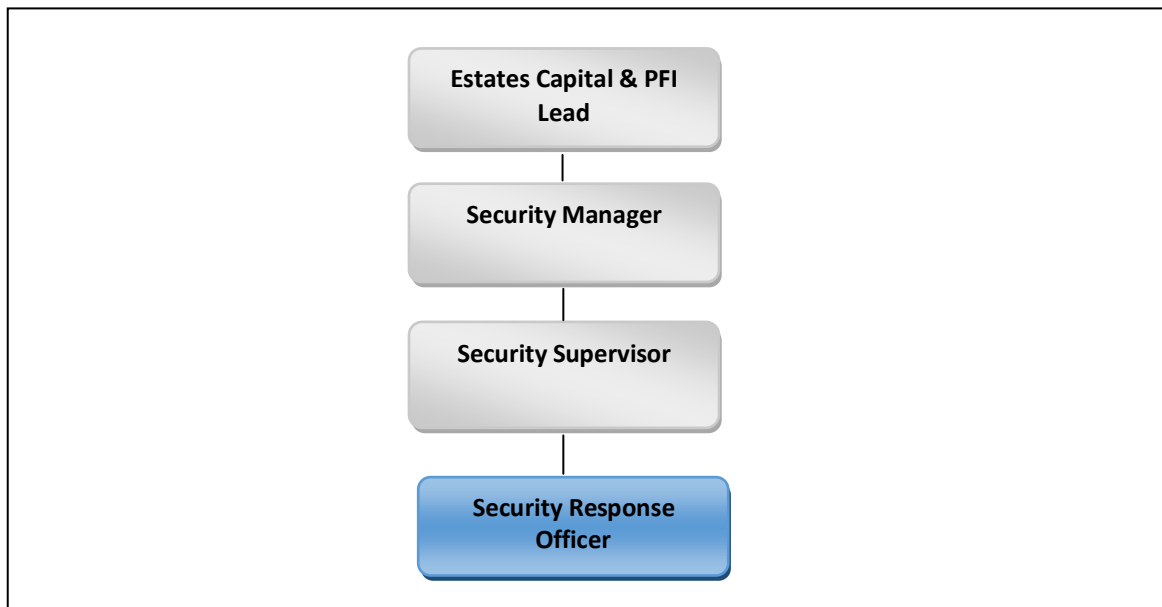


JOB DESCRIPTION

POST TITLE	Security Response Officer
BAND	Band 2
DIVISION	Estates & Facilities
BASE	East Lancashire Hospitals Trust
REPORTS TO	Security Manager

Organisation Chart



Job Summary

Provide a comprehensive 24/7 frontline security service to the organisation at any of the Trust establishments throughout the duration of your employment. This role will include the prevention and detection of crime or anti-social behaviour, ensuring the safety of patients, colleagues and visitors on Trust premises, and ensuring the security of Trust property and assets.

You will be responsible for responding to all Trust security and fire alerts in a timely manner.

Main Duties

1. The postholder will work as part of a cohesive team providing an effective security service to the Trust.
2. Help and assist colleagues, patients and visitors in a manner that reflects positively on the Security Service and the Trust.

3. Will respond quickly and effectively to incidents that may occur suddenly and without warning.
4. Conduct internal/external patrols of Trust sites and grounds to prevent and deter criminal or antisocial behaviours, utilising deister point areas to demonstrate assurance.
5. Frequent patient monitoring duties. This may include dealing directly with patient's who lack capacity, may behave in inappropriate ways and/or present themselves as violent & aggressive
6. High-profile presence on wards and departments as requested by Supervisor.
7. Remain vigilant and alert to surroundings, demonstrating a 'think on your feet' capability, make independent decisions as/when required to situations that may evolve quickly and often without any warning.
8. Provide protective escort to colleagues to/from their areas of work and to/from their vehicles, along with protective escort to patients transferring between Trust buildings. This may also include escort to colleagues moving monies within the hospital to General Office.
9. Provide assistance to management that supports the function of the service including supporting any persons holding that role in a 'temporary or acting' capacity.
10. Ensure calls to the Security Control Room are dealt with politely, efficiently, and courteously. Ensure emergency calls are dealt with immediately.
11. Remain knowledgeable and up to date with Trust Policies and Procedures, including Local Operating Procedures (LOPs) and Standard Operating Procedures (SOPs).
12. Respond to alarms as requested by the Security Supervisor, these may include but are not limited to fire alarms, heli-shouts, major incidents, security breach alarms.
13. Assist in Trust response to a Major Incident, following instruction from the Management Team, Emergency Services and/or as per Policy and recognised Procedures.
14. Locking and unlocking of various areas within the hospital as per planned schedules or at request of Security Supervisor.
15. There will be exposure to distressing and highly emotional situations when responding to calls for assistance such as verbal and physical abuse from patients and/or visitors.
16. Challenge and establish the identity of a person within restricted areas of the Trust's premises who are not wearing an ELHT ID badge, or who may be acting suspiciously.

17. Be proactive in ensuring any unsatisfactory conditions in or around the Trust's premises that have potential to cause damage or injury are reported in a timely manner to minimise risk of harm.
18. Complete detailed reports in a timely period following attendance at an incident.
19. Utilise systems inside the Security Control Room i.e., Incident reporting (Datix) system, missing patient/person system as needed.
20. Action the production of door access cards requests.
21. Security Officers will be required to Undertake "Bedside Security" duties to support clinical colleagues as requested.

Communication

22. Confidently, professionally and courteously communicate with individuals from different backgrounds, cultures and beliefs. If required, using recognised techniques, de-escalate potentially difficult situations.
23. The postholder will communicate daily with patients, visitors and colleagues on hospital premises who may require help and assistance.
24. Communicate effectively with victims who may be distressed following e.g. an assault or who may be confused or lost.
25. Will liaise with both internal and external stakeholders e.g. Police, Fire Service, Senior Management of the Trust.
26. Frequent requirement to visit wards/departments to directly address inappropriate behaviours displayed by patients/members of public.
27. Conduct yourself in a professional, courteous, polite manner at all times.
28. Be firm and resolute when dealing with those individuals who may wish to cause distress to others and/or disruption on hospital premises.
29. Appropriate use of two-way radio to communicate with Security Control Room and other Security team members.

Training and Development

30. The postholder will undertake all mandatory & Statutory training and will be responsible for ensuring compliance as per Trust requirements.
31. You will be required to hold a valid Security Industry Authority (SIA) Door Supervisor License.
32. The postholder will be expected to undertake any additional training or development pertaining to the requirements of the Security Service.

33. The postholder will be expected to provide training to new colleagues in all aspects of the role. This may take the form of a 'buddy up' system.
34. Postholder will be expected to participate in an annual appraisal to discuss personal development and future training requirements/needs.
35. Undertake appropriate qualification in the management of a CCTV system and be proficient in the ability to produce evidential quality CCTV DVDs for Police or internal Information for Human Resources investigation purposes.
36. Data protection requirements to be observed and complied with.
37. Procedure for handover of DVD's to be followed to ensure that the Trust Information Governance and statutory Data Protection Legislation are complied with.

ORGANISATIONAL RESPONSIBILITIES

38. Completion of factual and thorough reports following an incident using the hospital reporting system.
39. Complete entries in Pocket Notebook following an incident to aid in completion of incident reports.
40. Report faulty equipment to Security Supervisor in timely manner, wherever possible, the same day.
41. Wear protective body equipment such as stab vest when on duty, other than on official breaks. Be responsible for safe and appropriate storage of issued PPE, reporting defects to the Security Supervisor in a timely manner.
42. Accept lost/found property and follow procedure for storing items safely overnight along with completion of the relevant paperwork.
43. Ensure all administrative and record-keeping systems required by management are adhered to and kept neatly and diligently.
44. Maintain accurate logs of duties performed during the shift.
45. Incidents involving any form of restraint (clinical or physical) must be recorded as soon as reasonably possible using the hospital reporting system.
46. The postholder will be a key member of the hospital lockdown procedure.
47. Be part of the response team for hospital helicopter landings.
48. Take part in the practice of a hospital lockdown on an annual basis.
49. Assist in evacuation of premises should there be a threat to the safety of the building and those within it.
50. May be required to participate in audits or surveys within security service.

51. The postholder will be expected as required to work across the ELHT footprint, including clinical and non-clinical areas, wards, departments and Community Hospital environments.

PROFESSIONAL RESPONSIBILITIES

52. Be aware of and familiar with all Security related Policies and Procedures and comment as needed.
53. Provide an effective service that provides support to colleagues, patients and visitors who may be a victim of crime (theft, vehicle damage), providing them with correct information in regard to security processes i.e. obtaining CCTV footage.
54. Assist in investigations as requested by Management.
55. Call for appropriate assistance where Security have been unable to resolve or bring an incident to a successful close.
56. Adhere to Trust Uniform Policy and be of smart, professional appearance whilst on duty.
57. Maintain the integrity of a crime scene until appropriate emergency service can take over. Cordoning off area of investigation, restricting entry to area only to persons who have a legitimate requirement to enter area. Collate and maintain accurate log of persons entering area by name, role, times of access/egress.
58. Use body worn camera at every incident, ensuring that warnings are given prior to switching on the camera to ensure the subject of the CCTV footage is aware the device is recording, that they have been advised they are being filmed and that footage may be offered to Police as evidence should the Trust wish to seek prosecution.
59. When required, and always as last resort, use approved Control and Restraint techniques. Ensure factual detail of technique used, rationale for use of force and timeframe, is accurately recorded in the Pocket Notebook (PNB) prior to completion of incident report.
60. Ensure that the PNB's are kept secure at all times when not on duty – the PNB is an accountable document that will by its very nature contain sensitive material.
61. Upon leaving employment with the Security Service, any incomplete PNB's are to be handed to the Security Supervisor for safe keeping.
62. Be responsible for the control of departmental keys.
63. The postholder will conduct themselves in a professional, courteous, approachable and polite manner as expected by the Trust and as outlined in the Trust Behavioural Framework.
64. Mobile phones and other personal electronic devices will be stored securely in lockers and will not be taken out on duty or taken/used inside the Security Control room.
65. The postholder is expected to work effectively as part of a team, providing support to team members and management to enable an efficient and effective security service.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

Infection Control

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

Sustainability and Corporate Social Responsibility

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all colleagues to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities.

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

Data Protection Act

All colleagues are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meeting.

Training

Post holders are required to attend any relevant and mandatory training for the post.

Outside Employment / Outside Interests

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all colleagues must inform their line manager before taking up any private practice, work for outside agencies or other employers,

other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust's Vision "*to be widely recognised for providing safe, personal and effective care*":-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust's vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE:

PERSON SPECIFICATION: Security Response Officer

Knowledge, Experience and Training required for the Post	Essential	Desirable	How Assessed
Qualifications & Education	<ul style="list-style-type: none"> • General education including numeracy and literacy. • Clean DBS check. • A valid Security Industry Authority (SIA) Door Supervisor License • Basic knowledge of the law and how to apply 	<ul style="list-style-type: none"> • Math's & English GCSE • NVQ 1 in security, other security qualifications • SIA Public Space Surveillance (CCTV) License 	<ul style="list-style-type: none"> • Application form • Interview • Certificates
Experience	<ul style="list-style-type: none"> • Understanding of security services • Security experience • Customer service experience • Understanding of Health and Safety • Have an understanding of mental health conditions, eg dementia, alzheimers 	<ul style="list-style-type: none"> • Public service or NHS Security or experience • Ex-Military or Police 	<ul style="list-style-type: none"> • Application form • Interview
Skills & Abilities	<ul style="list-style-type: none"> • Basic computer skills • Ability to use initiative • Act in a professional and courteous manner when dealing with stakeholders • Able to use tact and diplomacy and persuasive skills • Able to maintain a suitable level of physical fitness. • Demonstrate a flexible approach to shift patterns • Understand the need for confidentiality • Ability to deal with volatile and unpredictable people • Ability to remain calm in stressful and 	<ul style="list-style-type: none"> • IT skills qualification 	<ul style="list-style-type: none"> • Application form • Interview

	<p>confrontational situations</p> <ul style="list-style-type: none"> • Capable of completing all physical restraint training & apply these in your role. • Able to work without direct supervision • Good verbal and written communication skills • Excellent interpersonal skills in order to deal with both internal and external stakeholders. • Report writing skills. 		
Personal Attributes	<ul style="list-style-type: none"> • Willingness to learn new processes and systems. • Ability to work as part of a team. • Ability to demonstrated confidentiality and sensitivity when dealing with the public. • Ability to remain calm and professional when dealing with challenging situations. • Thorough and keen attention to detail. • A genuine interest in caring for patients/public on NHS premises. • Empathy and compassion. • Physical fitness. • Act with a high degree of professionalism. • Enthusiastic and positive • Self-motivated 		<ul style="list-style-type: none"> • Application form • Interview
Other	<ul style="list-style-type: none"> • Ability to travel between Trust premises 		<ul style="list-style-type: none"> • Application form • Interview

EFFORT FACTORS

PHYSICAL EFFORT

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
Stand/walk for long periods.	Daily	Most of the shift	-	-
Ability to move quickly; e.g. running to emergency situation	Daily	As and when	-	-
Use of control and restraint techniques	Weekly	Least amount of time necessary	Avg person	No
Wear stab resistant vest	Daily	Whilst on duty	-	-

Is the job holder expected to sit / stand in a restricted position?	How Often?	For How Long?	What activity is involved?
No			

MENTAL EFFORT

Are there any duties requiring particular concentration?	How Often?	For How Long?
Use of bodycams	Daily	Throughout shift
Use of two-way radios		
Writing factual reports/statements	Daily	Throughout shift
Completion of Pocket Notebook	Daily	Throughout shift
Ability to remain calm and professional whilst under duress	Daily	Throughout shift
Are there any duties of an unpredictable nature?	How Often?	For How Long?
Patients may be unpredictable in their behaviours due to diagnosed condition.	Daily	Varies

EMOTIONAL EFFORT

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?
Remaining calm and professional whilst under duress and provocation	Direct	Daily
Dealing with contagious/infectious persons.	Direct	Occasionally
Distressing/emotional circumstances e.g. exposure to patients brought into ED following e.g. accident/overdose	Indirect	Occasional
Patient monitoring those who may have attempted suicide or be suffering from mental health conditions	Direct	Frequent

WORKING CONDITIONS

Does the job involve exposure to unpleasant working conditions?	How Often?
Security Control Room is enclosed without external window / can be of high temperature	Daily
Exposure to verbal abuse/aggression from patients/public.	Weekly
Exposure to verbal and physical assault.	Weekly
External patrols in various weather conditions.	Daily