THE QUEEN ELIZABETH HOSPITAL
HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

JOB TITLE: Security Officer

SALARY SCALE: Z38-30

DEPARTMENT: Department of Support Services

REPORTS TO: Security Supervisor

DIRECT REPORTS: Nil

JOB SUMMARY

The Security Officer is responsible for securing the organization's physical assets and meeting the safety needs of patients, staff and visitors. Provides support to members of the multidisciplinary team to ensure that all security needs are met to ensure compliance with hospital protocols and procedures. Undertakes any reasonable duties as required by Management.

DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as an illustration of the various types of work that may be performed:

1. Conducts indoor and outdoor security checks and patrols as required in accordance with established standards;
2. Interacts with the public, and provides direction and guidance for departmental locations as required;
3. Ensures the safety and security of staff, patients, visitors and contractors at all times;

4. Performs access control functions at building entrances and vehicular and service gates;
5. Records and notifies of all risks, deviations from safety standards and any incidents;
6. Assists with the management of claims processing by assisting with investigations;
7. Monitors the activity of all persons entering the hospital to ensure compliance with controlled access points;
8. Follows-up on all unusual activities in and around the plant that would impair the well-being of staff, patients, visitors, guest and contractors;
9. Conducts investigations and compiles reports in a timely manner for any theft, loss, accidents or any aspect that risk the safety of the organization;
10. Participates in simulations and reports on key security aspects;
11. Participates in regular walk-throughs to access security at all QEH plants;
12. Performs all tasks consistently in line with the organization's standards and adheres to all legal and statutory requirements;
13. Maintains presence at assigned postings and areas;
14. Investigates security breaches;
15. Performs traffic management;
16. Assist with crowd control;
17. Responsible for car park management;
18. Monitors alarm and security systems;
19. Responsible for the upkeep of the security equipment;
20. Performs verbal de-escalation techniques to manage conflicts;
21. Observes for signs of crime, disorder, fire or other hazard, and takes the requisite action;
22. Provides rapid response as until a given situation is under control and/or law enforcement arrives on scene;
23. Provides assistance in all emergencies;
24. Observes health and safety protocols in the execution of duties;

25. Using customer service skills, establishes and maintains effective working relationships with other employees, officials and members of the general public.
26. Attends mandatory training.
27. Performs any other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of safety and security rules and procedures.
2. Strong problem solving and interpersonal skills.
3. Good communication skills.
4. Ability to direct staff and resolve conflict.
5. Ability to work effectively under stressful conditions.
6. Ability to exercise initiative and sound judgment and to react with discretion under varying conditions.
7. Ability to establish and maintain professional relationships with the public.
8. Ability to work with a multidisciplinary team.

REQUIRED TRAITS

- Alertness & Observational Skills
- Honesty & Integrity
- Physical Fitness
- Effective Communication Skills
- Problem-Solving Abilities
- Customer Service Skills

EDUCATION AND EXPERIENCE

A secondary education is required; and

(a) At least three years of experience as a Security Officer; or

(b) Military, para-military or previous experience as a Security Officer would be an asset.

Must have a valid Security Officer License.