



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Security Officer



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria’s first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we’ve moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We’re here when it matters most, and we’ll continue to be the first to speak out for our diverse community’s wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we’re inspired by our vision of Advancing health for everyone, every day. While we’re each going about our different roles, we’re united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

- Be a great place to work and a great place to receive care
- Grow our Home First approach
- Realise the potential of the Melbourne Biomedical Precinct
- Become a digital health service
- Strive for sustainability



KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Make safe all hazards and notify Security Coordinator on duty.
- Be aware of and carry out procedures as set out in the emergency procedures manual
- Perform other duties that may be allocated by the security coordinator or on duty
- Undertake duties as directed by the Team Leader, Security Operations Coordinator or Director of Security and Safety within the role of a Security Officer for Melbourne Health.
- Compulsory attendance to Management of Clinical Aggression (MOCA) program at least once a year.
- To have a visible presence on the ward and work as a part of the clinical team
- To support and assist as necessary with clinical interventions as requested by the security team leader/security coordinator – clinical review, mental health review board sittings; transfer consumers between HDU and LDU; admissions and discharges.
- Report all unusual occurrences to the security team leader
- To manage and process consumers valuables and property-this would include screening with a metal detector (where available) is clinically appropriate; placement of property/valuables in & out trust/locked storage.
- Print and issue access cards for employees across the business.
- Perform duties in accordance with RMH and the Security Standard Operating Procedures
- Provide escort services for hospital personnel as required within the hospital boundaries
- Undertake search for missing patients within the hospital grounds and outside grounds as per procedures
- Provide report on occurrence of security breaches to the Security Coordinator or other authorized person.
- Record disturbances and breakdowns for information and repair and notate in the appropriate logbook
- Ensure patients and staff confidentiality at all times
- Respond to emergencies in accordance with the specific roles and responsibilities outlined under the Melbourne Health emergency procedures
- Assist in maintaining a safe work environment by reporting any incidents of unsafe work practices, sites/areas or equipment. Identify, report and where possible, remove environmental hazards
- Foster a high standard of service delivery based upon collaborative approach
- Respond to calls for service, and/or negotiate a mutually convenient time for completion of tasks based on workload and urgency of requests
- Respond to all Code Grey (including planned) and Code Black Event
- To support staff where the consumer is escalating and becoming aggressive, this may result in a planned intervention with support of the team & possible other staff from within the unit and external sources. To support the team in transferring a consumer to a seclusion room & subsequent seclusion checks and breaks
- To patrol buildings, entrances/exits and courtyards at regular intervals to monitor any security issues or risks
- To follow MH smoke free policy & support the team in its application where needed
- To support the ANUM/Manager where necessary during Drug Detection Dog visit to the unit.



KEY RELATIONSHIPS

Internal

- Staff and Volunteers
- Patients and Consumers
- Victoria Police and Corrections Victoria

External

- Members of the public
 - Family members and carers
-



AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date
