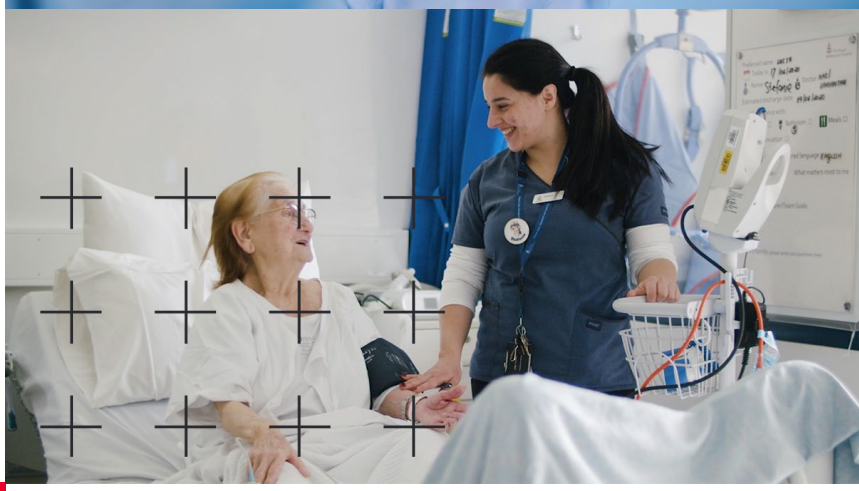
The Royal Melbourne Hospital









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

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.

Together 2035 - Our 10 year ambition positions the organisation to have a meaningful impact. Acknowledging the need for ability, adaptability and failing fast, it is assumed throughout this strategy cycle that nothing will stay stagnant. We will continuously strive for excellence in health - through data insights, the latest research, responding to community sentiment, and global trends and importantly the views, needs and feedback of patients, consumers, carers and community.

STRATEGIC PILLARS

Redesigning Together - We are redesigning world-class care
Thriving Together - We are thriving through inspiration & curiosity
Innovating Together - We are leading research excellence for clinical impact

Strategic Drivers
Systems Thinking
Digital Intelligence
Performance & Sustainability

The Royal Melbourne Hospital

Position Description

Position Title:	Security Officer
Service:	Nursing Services
Location:	The RMH Parkville & The RMH Royal Park
Reports To:	Security Operations Coordinator
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027
Classification:	GF23
Employment Status:	Casual
Immunisation Risk Category:	Category A
Date of Review:	October 2026

POSITION SUMMARY

The Security Officer helps maintain the safety and security of staff, patients, visitors, facilities and assets across multiple Royal Melbourne Hospital sites. The role aims to deliver a high-quality service delivery while working in a collaborative and supportive team environment.

The purpose of this role is for the security of staff, patients, visitors, buildings and hospital assets located at any Melbourne Health service or campuses. Foster a high standard of service delivery based upon a collaborative approach.

The Security Officer will be located at and be a part of the Royal Melbourne Hospital Security group at the direction of the Security Operations Coordinators and Director, Security and Safety

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 including Management of Violence and Aggression (MOVA).
- 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.
- Ensure patients and staff confidentiality at all times
- Respect that the RMH is a smoke-free environment.
- 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.
- To have a strong visible presence across awards/departments fostering a high-quality service based upon a collaborative team approach to support staff and patient safety.
- Respond to calls for service, and/or negotiate a mutually convenient time for completion of tasks based on workload and urgency of requests in conjunction with Team Leader.
- Perform duties in accordance with RMH and the Security Standard Operating Procedures
- Respond to emergencies in accordance with the specific roles and responsibilities outlined under the RMH emergency management procedures including Code Grey and Code Black ensuring body worn camera is recording throughout code.
- 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 and notify Security Team Leader on duty.
- Provide reports of security breaches and unusual occurrences to Security Team Leader and compile concise accurate reports to the Security Team Leader / Security Operations Coordinator or other authorized person.
- To support and assist as necessary with clinical interventions as requested by the Security Team Leader/Security Coordinator including clinical reviews, mental health review board sittings and consumer transfers between wards.
- Conduct searches of patient/consumers and belongings including use of handheld metal detector in accordance with RMH procedures.
- Confiscate and secure prohibited weapons under direction of Team Leaders.
- 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.
- Support clinical teams when patients, consumers show escalating signs of aggression and violence including planned interventions such transfers to seclusion room & seclusion checks
- Patrol buildings, entrances/exits and courtyards at regular intervals to monitor any security issues or risks.
- To manage and process consumers valuables and property-this would include screening with a metal detector is clinically appropriate; placement of property/valuables in & out trust/locked storage.
- Print and issue access cards for employees across RMH sites.
- To follow MH smoke free policy & support the team in its application where needed
- To support the clinical staff where necessary during Drug Detection Dog visits.

KEY RELATIONSHIPS

Internal

- Staff and Volunteers
- Patients and Consumers
- Security Coordinator/ Team Leaders
- Security Officers/ Control Room Operators
- Security Administration/ Project & Systems Officer
- Director Security & Safety
- After Hours Hospital Manager
- Engineering/ Capital Works
- Switchboard
- Facilities Management
- Digital Coordination Centre
- Emergency Management
- Legal & Medicolegal Services

External

- Members of the public
- Other hospitals within local health service
- Victoria Police and Corrections Victoria

KEY SELECTION CRITERIA

Formal Qualifications:

- Hold a current Victorian security licence

Essential:

- A proactive attitude towards ensuring a safe and supportive environment for everyone
- Minimum of 12 months Experience in a Health Care Setting required
- Skills in managing and resolving conflicts in a calm and professional manner
- Ability to work effectively both within a team and independently
- Strong verbal and written communication skills
- Flexibility with working hours and shift patterns
- Demonstrate the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Show initiative in work practices
- Ability to draft reports which are clear, complete, concise and correct
- Must be able to work full range of shifts across Parkville and Royal Park including days, afternoons and nights.
- Available to work weekends and public holidays
- Valid Police Check, Immunization Assessment and Employee Working with Children's Check

Desirable:

- Control room operator experience

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

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