

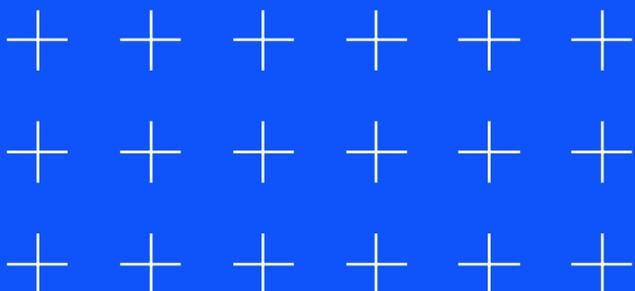
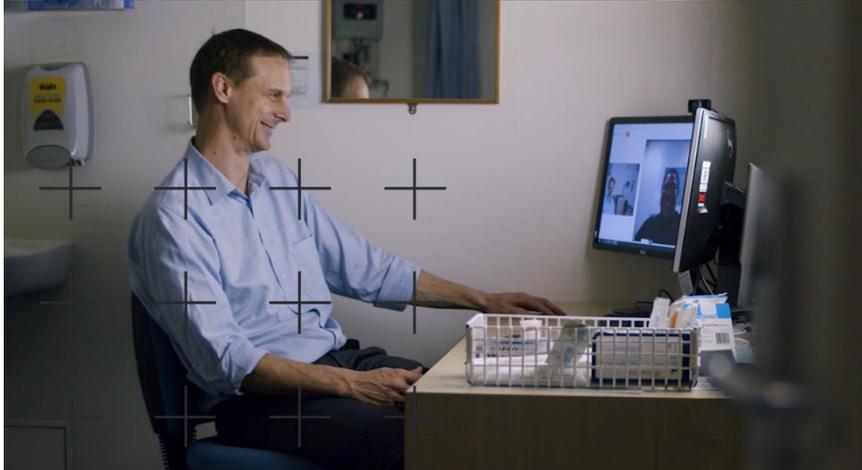


**The Royal  
Melbourne  
Hospital**

# Advancing health for everyone, every day.

**Could this be you?**

**Join the Royal  
Melbourne  
Hospital team**



**Position Description**

**Security Control Room Operator**



## 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:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



# Position Description

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<b>Position Title:</b>	Security Control Room Operator
<b>Service:</b>	Nursing Services People
<b>Location:</b>	Royal Melbourne Hospital – Parkville
<b>Reports To:</b>	Director Security and Safety
<b>Enterprise Agreement:</b>	3. Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Classification:</b>	GF23
<b>Employment Status:</b>	Full time, Ongoing
<b>Immunisation Risk Category:</b>	Category C
<b>Date of Review:</b>	March 2026

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## POSITION SUMMARY

The Royal Melbourne Hospital is seeking dedicated individuals to join our security team to work in the newly commission control room. This vital role focuses on ensuring the safety and security of all staff, patients, visitors, buildings, and hospital assets across all Melbourne Health service locations and campuses. Control Room Operators play a crucial role in detecting and responding to security incidents by vigilant monitoring of Closed Circuit Television (CCTV), duress alarm systems, fire and building maintenance systems. Supporting the security response team with prompt response to security incidents and emergencies with a customer-service oriented approach to security.

As part of the Royal Melbourne Hospital Security group, successful candidates will foster a high standard of service delivery through collaboration with hospital staff across all departments and effective communication. This position operates under the guidance of the Security Operations Coordinator and reports to the Director of Security and Safety. Ideal candidates will have experience working within a control room and hold a valid Security Control Room license for Victoria and demonstrate excellent communication and interpersonal skills and a proactive attitude towards ensuring a safe and supportive environment for everyone.

- We welcome individuals who are committed to contributing to a safe hospital environment and upholding our vision of advancing health for everyone, every day. If you are dedicated to creating a safe and welcoming space for all, we encourage you to apply and become a valued member of our security team.



### 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.
- Undertake duties as directed by the Team Leader, Security Operations Coordinator or Director of Security and Safety within the role of a Security Control Room Officer for the RMH
- Monitor multiple CCTV screens to detect and respond to emergency procedures, including code grey and black, suspicious activities, security breaches and other emergencies
- Perform duties in accordance with RMH and the Security Standard Operating procedures
- Operate and maintain security equipment including CCTV systems, door access control systems, duress alarms, and monitor security radio communications
- 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
- Document all security events and incidents, including observations, actions taken and resolutions
- Timely and effective communication with security response team, clinical leads, law enforcement and other emergency services as required
- Report faults and equipment malfunctions via Computer Assisted Facilities Management (CAFM)/Digital Innovations (DI)
- Arrange repair of radios, body worn cameras (BWC) and other related security equipment, documenting and notifying security leadership
- Review and download CCTV/BWC camera footage in accordance to RMH procedure, maintaining records for audit processes
- As required investigate and assess triggered alarms including Building Management System (BMS), taking appropriate action as per standard operating procedures
- Communicate and provide timely updates to the security team, Security Management, Switchboard, Emergency Management and Emergency Controller to ensure a coordinated response during security incidents and emergency procedures including code grey, black responses
- Assist in maintaining a safe work environment by reporting any incidents of unsafe work practices, sites/areas or equipment. Identify, report and document outcome
- After hours, including weekends issuing of ID badges
- Assist with after hours processing and storage of consumers valuables
- Administration tasks including but not limited to Security Data Reports, Incident reports, CCTV camera replacement records and duress testing register



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## KEY RELATIONSHIPS

### Internal

- Security Coordinator/ Team Leaders/ Officers
- Director Security & Safety
- After Hours Hospital Manager
- Engineering/ Capital Works
- Patients and Consumers
- Switchboard
- Facilities Management
- Digital Coordination Centre
- Emergency Management
- Legal & Medicolegal Services

### External

- Victoria Police
- Other hospitals within the local area health service
- Visitors

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## KEY SELECTION CRITERIA

### Formal Qualifications

- Must hold a current Victorian Certificate 2 or 3 in Security Operations with Control Room endorsement

### Essential:

- Minimum 6 months experience in a health-related control room environment showcasing skills in monitoring and coordinating security operations effectively
- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Operates within the scope of legislation and complete confidentiality.
- Excellent verbal and written communication skills
- The ability to work collaboratively as part of a team and independently
- Strong technical skills and ability to problem solve internal security system
- Show initiative in work practices including time management and prioritisation skills
- Ability to draft reports which are clear, complete, concise and accurate
- Professional presentation, reception and customer service skills
- Must be able to work full range of shifts including days, afternoons and nights (8hr shifts) including weekends and public holidays
- Valid Working with Children Check, Police Check & Immunisation Assessment

### Desirable:

- Influenza Vaccinations
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## KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

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

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#### 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.

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Employee Signature

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Employee Name (please print)

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Date

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