

Position Description



1. General Information

Position Title:	Security and Car Park Team Leader	
Division/Department:	Group Hospitality Services / Security and Car Park	
Position Reports to:	Group Security and Car Park Manager	
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement	
Classification/Grade:	GSS01	
Location:	Eastern, Richmond, Geelong, Camberwell, Hawthorn	
Employment Status:	Full Time	
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	1 – 4 staff (includes Contractor Security Guards)	
Key Relationships - internal and external	Epworth Management/Leadership and Staff. Key Contractors & Suppliers (Stateguard, Schneider, etc). Contracted/ Agency Security Guards.	Visiting Medical Officers, Tenants, Patients, inclusive of family members & visitors.

2. Overview of Epworth HealthCare

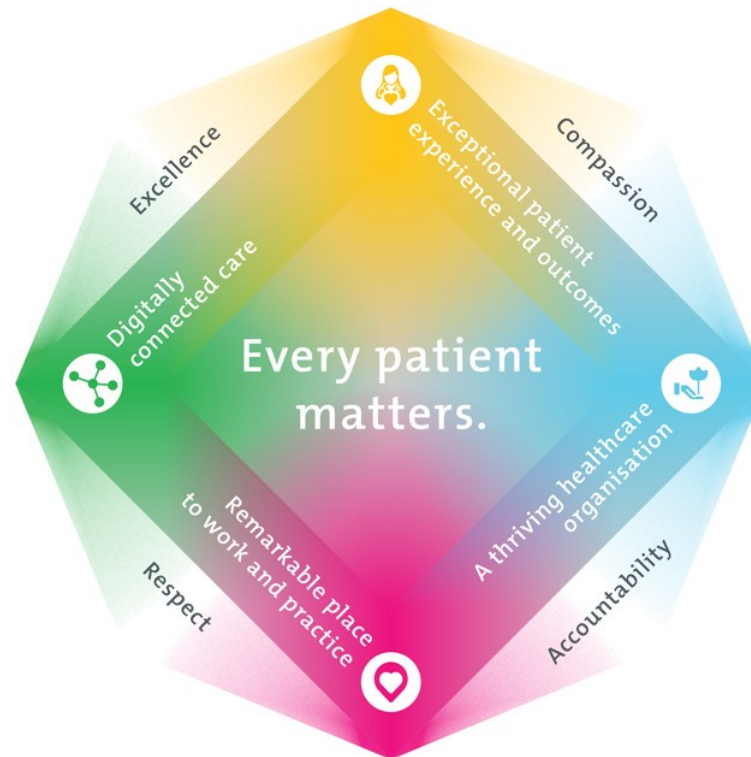
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The Security and Car Park Team Leader at each site will support the Group Security and Car Park Manager by coordinating the day to day activities of the Car Park and contracted Security Guard Team and the Richmond Control Room Operators (Richmond Only). The Security and Car Park Team Leader will ensure that the Car Park and Security Team are motivated, well equipped and capable of delivering an efficient car park service and a safe and secure environment for our patients, doctors, tenants, visitors and staff – thus contributing to Epworth's service excellence in patient centred care.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
Leadership and culture	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Leadership: <ul style="list-style-type: none">Roster staff within EBA, budgeted and contractual hours in order to achieve consistency, minimise overtime and meet financial targets.Conduct performance appraisals, including probationary reviews, where required.	<ul style="list-style-type: none">Labour Hours within agreed budgeted target.HR KPIs met within expected range.Performance appraisals completed annually.Expected availability for on call attendance as required.

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<ul style="list-style-type: none"> • Address and manage performance issues in a timely and confidential manner ensuring all interactions are accurately recorded. • Manage sick leave, annual and long service leave whilst ensuring service levels are not compromised. • Active inclusion in the on-call Roster – availability where necessary is required. 	
Team Work: <ul style="list-style-type: none"> • Works cooperatively and collaboratively with other Security and Car Park Team Leaders. • Provides positive and constructive feedback to team members. • Actively provides leadership to the Security and Car Park teams. • To work with the contracted Security Guard service provider to ensure they have the necessary information, policy & protocols to allow there staff to provide the Security service expected by Epworth 	<ul style="list-style-type: none"> • Attends and actively participates in department meetings. • Conducts regular team huddles. • Positive feedback from team members.
Quality Improvement: <ul style="list-style-type: none"> • Strives to consistently improve service delivery. • Provides suggestions, and feedback to Group Security and Car Park Manager on quality activities • Actively participates in quality improvement activities within the department in accordance with the relevant safety and security standards. 	<ul style="list-style-type: none"> • Improved staff, patient and visitor safety and security. • Improved Car Park service. • Demonstrates a proactive attitude in reviewing, supporting and implementing relevant initiatives into service improvements.
Skidata: <ul style="list-style-type: none"> • Monitor the Skidata Car Park system which controls the boom gates and car park tickets. Ensure that it is operating effectively. • Coordinate the servicing and repair of Skidata equipment as required. • Reload tickets to Skidata ticket printer as necessary. • Attend to, or coordinate, the attendance and rectification to car park ticket jams as they occur. 	<ul style="list-style-type: none"> • Skidata car park tickets printed and boom gates operating correctly. • Skidata serviced as per service plan. • Skidata ticket jams and boom gates repaired in a timely manner. • New Car Park Users entered onto Skidata in a timely manner.

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<ul style="list-style-type: none"> • Clean or arrange for the cleaning of Skidata equipment. • Programing new Car Park users, as required into the Skidata system. • Delete / suspend Car Park users as necessary. 	<ul style="list-style-type: none"> • Deleted / Suspended Car Park users removed from Skidata in a timely manner.
Financial Reports: <ul style="list-style-type: none"> • Generate reports from Skidata to enable maximum return can be generated from the car parks. • Check and collate printed Skidata Payroll reports on a fortnightly basis and forward to Security and Car Park Manager for review. • Check and collate Skidata Finance reports on a monthly basis and forward to Group Security and Car Park Manager for review. 	<ul style="list-style-type: none"> • Skidata reports are accurate. • Skidata Payroll reports are prepared fortnightly. • Skidata Finance reports are prepared monthly.
Training / Debriefing: <ul style="list-style-type: none"> • Undertake all mandatory training as required. • Ensure Control Room Operators and Car Park team's mandatory training is up to date and compliant. • Brief all Stateguard Security Guards on the following: <ul style="list-style-type: none"> ➢ Epworth Emergency Procedures ➢ Prevention of Occupational Violence and Aggression ➢ Respect and Kindness (No Bullying or Harassment) ➢ Epworth Values and Behaviours 	<ul style="list-style-type: none"> • Mandatory training is up to date. • Car Park Staff and Control Room Operators compliant with all mandatory training. • Stateguard Security Guards comply with and demonstrate an understanding of: <ul style="list-style-type: none"> ➢ Epworth Emergency Procedures ➢ Prevention of Occupational Violence and Aggression ➢ Respect and Kindness (No Bullying or Harassment) ➢ Epworth Values and Behaviours

<p>Rostrering assistance:</p> <ul style="list-style-type: none"> • Liase with Security Contractor Management Team to ensure the condtracted shifts scheduled are covered across all Epworth Sites. • Plan and a fulfil Car Park and Control Room Operator (Richmond) staffing roster – arrange leave coverage accordingly. Step in to vacant roles in all allocated rosters as necessary. • Provide daily updates of roster plan for Car Park and Security to Group Security and Car Park Manager. • Eastern, Freemasons and Geelong based Team Leaders are to participate in the contracted security guard roster and the liaise with the Contractors Management Team to ensure coverage for planned and unplanned leave by the Team Leader. 	<ul style="list-style-type: none"> • Expected roster coverage for Security is supported. • Expected roster coverage for Car Park is supported.
<p>ID / Swipe Cards:</p> <ul style="list-style-type: none"> • Coordinate the programming of ID and swipe cards for staff and visitors as required. • Monitor the number of ID and swipe card applications and ensure that backlog is attended to. 	<ul style="list-style-type: none"> • ID and swipe cards programmed in a timely manner. • No backlog of ID and swipe card applications.
<p>Smartek System:</p> <ul style="list-style-type: none"> • Ensure all contractors are registered with Smartek, compliance management system, prior to commencing work at any Epworth site. • Report to Site Facilities Manager if failure to Smartek system occurs. 	<ul style="list-style-type: none"> • Smartek system failures reported to Site Facilities Manager promptly.
<p>CCTV System:</p> <ul style="list-style-type: none"> • Monitor effectiveness of CCTV system and escalate faults accordingly. 	<ul style="list-style-type: none"> • CCTV system operating effectively.
<p>Lift System:</p> <ul style="list-style-type: none"> • Monitor Lift system and escalate faults accordingly. 	<ul style="list-style-type: none"> • Lift system operating efficiently.

Fire System: <ul style="list-style-type: none"> Check isolations and de-isolations have been processed as necessary. 	<ul style="list-style-type: none"> Control Room Fire Panel areas isolated and de-isolated are correct.
Work Procedures: <ul style="list-style-type: none"> Review and update existing Safe Work Procedures (SWP) and Safe Operating Procedures (SOP) for services and equipment used by Car Park and Security Teams. Create new SWP/SOP as required. Ensure Car Park and Security teams are trained and understand and use relevant SWP/SOP. 	<ul style="list-style-type: none"> Security and Car Park team trained and understand relevant SWP/SOP.
RiskMan /Code Calls: <ul style="list-style-type: none"> Ensure Security Guards attend to and provide support in relevant site code calls. Ensure Code attendance is reported via RiskMan. Ensure all other relevant incidents are reported, in detail, via RiskMan. Investigate RiskMan incidents as necessary and close off accordingly. 	<ul style="list-style-type: none"> Codes are attended to in a timely and efficient manner. RiskMan incidents reported in a timely manner, as per guidelines.
Cross Campus Support: <ul style="list-style-type: none"> Attend at any Epworth Site (Camberwell, Eastern, Freemasons, Geelong, Hawthorn, Richmond) as directed. E.g. Planned and unplanned Leave coverage. 	<ul style="list-style-type: none"> Attend to specified Epworth site as directed.
Customer Service <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p>	

<p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Role model and actively promote a culture of high-quality patient care • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Responds quickly and proactively escalate concerns when necessary • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner
<p>Safety and Wellbeing</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Integrate and review OHS performance in staff PDPs 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes

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| <ul style="list-style-type: none"> Ensure all direct reports are held accountable for safety performance and actions | <ul style="list-style-type: none"> Mandatory training completed at agreed frequency |
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential <ul style="list-style-type: none"> Security License - Level 4.
Previous Experience	Essential <ul style="list-style-type: none"> At least 2 years' experience as a Security Guard in the hospital sector. Experience and working knowledge of: <ul style="list-style-type: none"> ➤ Car Park Operations ➤ CCTV Systems ➤ Fire Systems ➤ Lift Systems ➤ Security Access Control/Card Systems ➤ Photo ID Systems ➤ Control Room experience Desirable <ul style="list-style-type: none"> Experience in a leadership role.
Required Knowledge & Skills	Essential <ul style="list-style-type: none"> Well-developed interpersonal skills. Excellent written and verbal communication skills. Demonstrated understanding and knowledge of required security practices within a hospital environment. Demonstrated understanding of Car Park service function. Thorough knowledge of health and safety regulations within the workplace. Sound computer literacy skills.

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Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours <ul style="list-style-type: none">• Compassion• Accountability• Respect• Excellence	Essential <ul style="list-style-type: none">• Commitment to providing a safe and secure environment for our patients visitors and staff• Self-Motivated with a professional work ethic.• High standards in personal presentation.• Subscribes to the ethos of Epworth HealthCare Values and Behaviours.
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
6 June 2024	n/a	

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____