

Position Description

Position Title:	Security Officer
Reports to:	Security Supervisor
Department:	Security
Directorate:	Capital Projects, Infrastructure and Support Services
Cost centre:	R0352
Code & classification:	Grade 2 (HS2, HS18-HS20)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and their successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

GV Health Security Officers are responsible for maintaining a safe and secure environment for patients, staff and visitors as well as GV Health assets, facilities and resources.

The Security Officer reports directly to the Security Supervisor within GV Health Security team. Security Services is a valued department of Corporate Support Services.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Carry out regular patrols of external and internal buildings and grounds
- Patrol car parks ensuring all Hospital vehicles are locked to prevent theft/damage
- Provide static security when requested and authorised by the Security Supervisor
- Respond to Hospital Emergency procedures as appropriate
- Liaise with the After-Hours Hospital Coordinator and Nursing staff regarding the management of difficult/aggressive clients and visitors.
- Facilitate or restrict access to property and building at designated times
- Establish the reason for presence of people in restricted areas, and take appropriate corrective action
- Investigate causes of noise, smoke, unusual lights or other disturbances and take appropriate corrective action, including liaison with police and fire brigades
- Provide escorts for staff, clients and visitors as required
- Complete all security logs accurately and in a timely manner
- Report incidents on Victorian Health Incident management System when applicable

- Advise the Security Supervisor of the need for the replacement and maintenance of equipment and facilities that may impact on security.
- Maintain a thorough knowledge of the emergency procedures, including knowledge of the hospital alarms and the Fire Panel Alarm System.
- Provide a high-quality service to internal customers and consumers that reflect best practice and adds value to GV Health.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Carry out duties as per the relevant duty routines
- Display and promote GV Health's Values.

KEY SELECTION CRITERIA

Essential:

- Certificate II in Security Operations (unarmed) or equivalent
- Private Security Individual License in accordance with the PSA Act 2004
- Flexibility to work all rostered shifts including mornings, afternoons, nights, weekends and holidays.
- Display good judgement and decision -making skills
- High standard of personal presentation and physical fitness
- Ability to work effectively as part of a team and to work productively with limited supervision
- Well developed verbal and written communication and interpersonal skills
- Competent in the use of Microsoft Office, including Word, excel and Outlook.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- 100% completion of security logs
- 100% completion of reports related to applicable incidents on the Victorian Health Incident Management System
- Attendance and active participation of meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Attendance and active participation at meetings as required)

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;

- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children’s Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Corporate Support Services	Security Officer
Reviewed by:	Danielle Shelton
Issue Date:	August 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)