



Hampshire Hospitals
NHS Foundation Trust

Application & Recruitment Pack



**LIFE CHANGING
CHANGING LIVES**

hampshirehospitalscareers.co.uk

Welcome from *Chief Executive Officer* Alex Whitfield



Dear Candidate,

Thank you for your interest in this post and for taking time to read this information pack. We hope this exciting and rewarding role catches your imagination and you are encouraged to apply and contribute to providing outstanding care for the people of Hampshire.

Our vision is to provide outstanding care for every patient. Patient care is at the heart of what we do at our three sites Basingstoke and North Hampshire Hospital, Royal Hampshire County Hospital in Winchester and Andover War Memorial Hospital. Hampshire Hospitals NHS Foundation Trust provides medical and surgical services to a population of approximately 600,000 across Hampshire and parts of West Berkshire.

We provide specialist services to people across the UK and internationally. We are one of only two centres in the UK treating pseudomyxoma peritonei (a rare form of abdominal cancer) and we are leaders in the field of tertiary liver cancer and colorectal cancer.

The trust employs over 8,600 staff and has a turnover of over £450 million a year. As a Foundation Trust, we are directly accountable to our members through the governors. The Council of Governors represent the interests of their constituencies and influence the future plans of the Foundation Trust.

We expect the post holder to uphold the trust's CARE values:

COMPASSION caring about our patients and our staff

ACCOUNTABLE and responsible, always improving

RESPECT for all colleagues, patients and their families

ENCOURAGING and challenging each other to always do our best

We are really excited to hear from you and look forward to receiving your application.

Yours sincerely



Alex Whitfield, chief executive

Job Description

JOB DESCRIPTION	
Job Title:	Security Officer
Department:	Facilities
Division:	Corporate
Salary Band:	3
Reports to:	Security Service Lead
Accountable to:	Head of Security
JOB SUMMARY	
<p>As a member of the security team you are expected to</p> <ul style="list-style-type: none"> • Provide a point of contact for advice on security matters and actively promote a pro-security culture within the organisation • Attend security incidents and, where necessary, take appropriate measures to ensure the protection of staff and patients. • Complete detailed incident reports and follow up on police and court actions. • Report crime to the police. • Manage car park issues and where necessary apply warning notices • Support Portering at night. 	
KEY RESULT AREAS/RESPONSIBILITIES	
<ul style="list-style-type: none"> • Act as ambassadors of the trust while applying agreed policies acting professionally and appropriately at all times • Undertake general security and patrols as laid down in the operational manual. • Assist police in dealing with incidents of a threatening abusive and violent nature • Produce reports relating to incidents of fire and security. • Cash collections, car park patrols, escort duties, locking up and unlocking routines as designated, key and access control. • Give general assistance to public and staff to enable vehicles to be parked in accordance with the trust condition and facilitate control of traffic around the site. • Issues warning notices in accordance with the policy. • In accordance with departmental procedure investigate and obtain information concerning security incidents with the aim of apprehending individuals responsible 	

- Monitor, review CCTV as evidence, in respect of detecting crime.
- Support staffs that have been a victim of crime providing information relating to development in respect of the police and or security investigation.
- Challenge staff and visitors in respect of unauthorised access to controlled areas, ID Badges, tailgating and poor personal security.
- Undertake the role(s) as designated within the Trust/Site Major incident plan.
- Support the Portering department at night.
- Delivery of snack boxes clean linen as required out of hours weekends and bank holidays.
- Lost /Found property procedure to be followed as per department procedure
- Cashier Escort (to ensure safe transit)
- Out of hours medical note retrieval

PLANNING AND ORGANISATION

Assist and support the development and maintenance of a safe protective environment in around in and around the Hampshire Hospitals Trust premises

INFORMATION TECHNOLOGY

- Use computer databases to record daily duties, security incidents, issue Identity Badges, fault reporting and gather parking data.

COMMUNICATION

- Actively approach and direct visitors and patients to their desired location.
- Act with courtesy and sensitivity to all persons and demonstrate behaviour and attitude that will promote the Trust values and support its business objective.
- Raise awareness with colleagues at all levels of the organisation on matters relating to improved security across the trust.
- Apply verbal diffusion techniques when faced with difficult or aggressive individuals.

SPECIAL CONDITION

- The post holder will need to be physically fit so they are able to give chase if necessary, apply diffusion and breakaway techniques, as well as being able to undertake lifting and patient movement associated with the job
- Driving and in variable condition (includes night driving on site) are necessary.

RISK MANAGEMENT

- Attend and investigate all incidents of fire alarm activation and take control until the fire the brigade arrives and a senior officer assumes command as required.
- Check CCTV coverage of hospital premises and provide recorded information of security breaches as required and in accordance with department procedures.

- Be aware of any suspicious persons or incidents, taking the necessary action to safeguard people or property.
- Identify and report any estates maintenance and repair issues to the EFM Helpdesk so a docket for repair or replace can be issued.
- Undertake /support Trust staff in completing Security Risk Assessments.

WORKING ENVIRONMENT

- Will work in all internal and external areas of the trust
- Deals directly with aggressive and violent patients
- As result of the above may be subjected to abuse including exposure to body fluids (i.e. saliva)
- Occasional need to attend the police station and /or court to give evidence.

RESEARCH AND POLICY DEVELOPMENT

- Through use of provided IT systems link incidents of similar type so that this information can be used to inform the trust security strategy.

BUDGETARY AND RESOURCE MANAGEMENT

- Pay all monies received in respect in respect of car parking and found property to the cashier as set out in the Trust standing financial instructions and the security operation manual

TEACHING, TRAINING AND RESEARCH RESPONSIBILITIES

- Take an active role in the training of other trust personnel with regards to security awareness

TRUST VALUES

Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Trust to define and develop our culture.

The post holder will be:-

- **Compassionate, caring about our patients.**
- **Accountable and responsible, always looking to improve.**
- **Respectful for all and show integrity in everything.**

Encouraging and challenging each other to always do our best.

ADDITIONAL INFORMATION

- **Confidentiality**
The Trust holds confidential information relating to patients staff other individuals and trust business. Post holders may only use information as appropriate to carry out their normal duties. Post holders must not disclose personal clinical or commercial information to any unauthorised action and possible dismissal
These obligations are in line with common law duty, the Caldicott principles on patient data the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after termination of employment.

- **Equality and Diversity**

The post must not comply with all trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patients or visitors should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion.

- **Infection Control**

To ensure the practice of self and others is at all time compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment.

- **Governance and Risk**

Adhere to all trust policies procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

- **Training & Personal Development**

There is a requirement for all trust employees to take part in the annual appraisals process

The post holder must take responsibility in agreement with his/her line manager for his /her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

ORGANISATION STRUCTURE



Person Specification

PERSON SPECIFICATION	
Job Title: Security Officer	
Training & Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • Conflict Resolution Training • Diffusion and breakaway techniques • Knowledge of relevant laws /Trust procedures • Good basic education 	<ul style="list-style-type: none"> • Hold SIA Licence • Driving Licence • ECDL or similar IT Qualification
Experience & Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • Conflict resolution and diffusion • Verbal diffusion techniques • Experience in incident management 	<p>Experience in similar job role</p> <p>Experience of working in a hospital and /or customer –driven service</p>
Skills & Ability	
Essential	Desirable
<ul style="list-style-type: none"> • Ability to communicate with staff, visitors and patients under challenging circumstances • Able to record details clearly and accurately 	<ul style="list-style-type: none"> • Experience leading a team • Level 2 conflict resolution training
Other Specific Requirements	
Essential	Desirable
<ul style="list-style-type: none"> • Physically fit enough to undertake lifting and patient movement activity safely • Able to remain calm under pressure and in difficult situations • Problem solver, able to deal with difficult situations 	



<ul style="list-style-type: none">• Able to prioritise work load	
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Post holders signature: **Date:**

Managers' signature: **Date:**

Appendix A

ADDITIONAL INFORMATION APPLICABLE TO ALL POSTS

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal.

These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.

Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality & Safety

Patient, service/facility user and staff safety is paramount at Hampshire Hospitals NHS Foundation Trust.

The post holder will promote a just and open culture to reporting of incidents and adverse events. To ensure the practice of self and others is at all times compliant with both the safeguarding children's policy and guidance and vulnerable adult's policy.

The post holder should be aware of current health and safety policies of the Trust. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting & Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offense for someone Barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone Barred from working with vulnerable adults or children are liable for prosecution.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment.

Governance and Risk

Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Safeguarding

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trust's Policies.

Training & Personal Development – Continuous Professional Development

There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students / trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.