



**Swan Hill
District Health**

Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

Security Officer

A casual position is available for a Security Officer to join our enthusiastic team of Health Professionals in the Security Department at Swan Hill District Health.

The Position

Join Swan Hill District Health as a **Security Officer** and play a vital role in maintaining a safe, secure and welcoming environment for our staff, patients, visitors and community. Working across a 24/7 roster, you will provide a visible security presence, conduct patrols, monitor CCTV and access systems, respond to incidents, and support hospital operations through professional customer service and effective communication. We are seeking a reliable, team-oriented professional with strong conflict resolution, problem-solving and interpersonal skills. A current Security/Crowd Controller Licence, First Aid Certificate, Working with Children Check and Victorian Driver Licence are essential. Previous healthcare security experience is desirable. Be part of an organisation committed to connected care, person-centred service and continuous improvement while making a meaningful difference every day

You Bring

- Completion of at least a Certificate II in Security Operations (or equivalent qualification relevant to the field of practice).
- Strong conflict resolution, negotiation and de-escalation skills, with the ability to respond calmly and effectively in challenging situations.
- Excellent communication, problem-solving and teamwork capabilities, with the ability to work autonomously when required.
- A professional, reliable and customer-focused approach that reflects SHDH's values of being Inclusive, Compassionate, Progressive and Accountable

Mandatory requirements (remove or add as per position description)

- Current National Police Check, or will to obtain.
- Working with Children's Check, or will to obtain.
- NDIS worker screening check, or will to obtain.
- Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers).

About Swan Hill: Swan Hill is situated in North-West Victoria. Located on the beautiful banks of the Murray River with multiple tourist attractions and community events in the surrounding region.

About Swan Hill District Health: Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. At Swan Hill District Health (SHDH), our vision is to provide connected care, best experience for our community.

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Whilst encouraging and supporting work/life balance, SHDH also provides:

- ®A dynamic workplace
- ®Discounted Corporate gym memberships
- ®Salary Sacrifice/Packaging
- ®Professional Development opportunities
- ®Employee Assistance Program

Attract Connect Stay; our community are excited to see you and your family arrive. Let us help you connect; schools, partner employment, clubs, housing and the things that matter to you when building your new life.

To apply for this position please email your Cover letter responding to the Key Selection Criteria and up-to-date CV, to employment@shdh.org.au.

You will find the position description on our website – [Vacant positions](#)

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability. If you require any reasonable adjustments to the recruitment process or the role, please let us know by contacting employment@shdh.org.au

Applications close: 20 August 2026

Swan Hill District Health reserve the right to interview and appoint candidates prior to this date.



INCLUSIVE
We provide an experience that
welcomes and values everyone

COMPASSIONATE

We respond to our people with
understanding, empathy and kindness.



PROGRESSIVE

We continue to strive for the best
experience outcomes.

ACCOUNTABLE

We personally commit to taking
responsibility for all of our decisions
and actions.



Position:	Security Officer
Classification:	Security Officer Grade 1 – 2 GF22 or GF23
EBA/Award:	Health and Allied Services, Managers and Administrative Workers EBA 2025 - 2027
Department:	Security Services
Location	Swan Hill District Health Main Campus – 48 Splatt Street, SWAN HILL VIC 3585
Reports to:	Security Manager
Direct Reports:	Nil.
Immunisation Risk Category:	Category A: Position involving direct patient contact, potential for exposure to blood, body fluid, human tissue specimens during course of a normal working day
Position Summary:	The Primary purpose of the Security Officer is to ensure that the safety and security of Swan Hill District Health (SHDH) staff, patients, visitors, contractors and others, and to protect SHDH property by maintaining a strong security presence within the hospital and grounds.
Responsibilities:	- To be fully conversant with the operation of all security systems and services including but not limited to CCTV, proximity locking and access, communications etc. - Up to date logging of all incidents, incident investigations and reporting. - Ensure compliance by all staff, contractors, visitors and patients of hospital procedures. - Periodic Monitoring of CCTV Cameras. - Regular patrols and communication with staff. - Duress Pendant Testing. - Lock and unlock duties. - Issue of ID Badges and proximity access. - Provide excellent, helpful service to patients, visitors and staff in accordance with the SHDH values and Code of Conduct. - Communicate with clear and unambiguous language in all interactions, tailored to the audience. - Ability to work across multi-disciplinary teams in a cooperative and effective manner. - Build customer relationships and greet customers and patients promptly and courteously. - Actively seek to understand patients' and their family's expectations and issues. - Must be well groomed at all times and physically fit for an active role.
Key Selection Criteria	Essential Knowledge and Skills: Hold and maintain a current Security/Crowd controlling license.

	2. Current Level II First Aid Certificate and ability to respond effectively in emergency situations. 3. Demonstrated conflict resolution, negotiation and de-escalation skills, with the ability to manage challenging situations professionally and safely. 4. Strong problem-solving skills, sound judgement and confidence in decision-making within a dynamic environment. 5. Excellent communication and interpersonal skills, with a commitment to delivering outstanding customer service to patients, visitors and staff. 6. Experience in security operations, preferably within healthcare or other highly regulated environments, including CCTV monitoring, access control and incident reporting systems. 7. Proven ability to work collaboratively within a team and build positive working relationships across multidisciplinary services. 8. Demonstrated ability to work autonomously, manage competing priorities and maintain high standards of reliability, integrity and professionalism. 9. Flexibility to work across a 24/7 rotating roster and perform the physical requirements of an active security role. Mandatory Requirements: • Current National Police Check - A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Swan Hill District Health. • Current Working with Children Check • Immunisation Requirements - As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with SHDH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result. • Drivers Licence - A current Victorian driver's licence is required for this position Desirable but not essential: Certificate III in Security Operations or willingness to obtain. Experience in Health Experience in the use of Security operating software and systems including controls and CCTV.
First Nations:	Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.
Continuous Quality Improvement:	• Each staff member is expected to demonstrate a commitment to best • practice. • All staff shall take responsibility for their own practice and share

	- responsibility for creating and maintaining a system that provides safe, - high quality health care. - All staff will participate in quality improvement activities aimed at - improving patient outcomes and maintaining accreditation standards. - It is the responsibility of every staff member to be familiar with Health - Service-wide and specific Department Policies & Protocols.
Person Centred Care:	The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care. Recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centred.
Child Safety:	All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them. SHDH have zero tolerance to child abuse. Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.
Our Purpose:	Connected Care / Best Experience SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.
Privacy and Confidentiality:	SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection. Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.
Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	RESPONSIBILITIES: It is the responsibility of every staff member to: - Take reasonable care for their safety and the safety of others while at work. - Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system.

	- Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position. - Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. - Complete all Mandatory training requirements as identified and directed. - Comply with the Occupational Health and Safety Act and all SHDH O.H.& S. online Policies and Procedures.
Asset Management:	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
Review:	Completion of My Work Plan on a yearly basis.

Job Demands List		
Swan Hill District Health endeavours to provide a safe working environment for all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.		
Frequency Functions		
I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time
C	= Constant	Activity that exists for the majority of each shift and may involve repetitive movements for prolonged periods
N/A	= Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks			x		
Standing	Remain standing to perform tasks			x		
Walking	Periods of walking required to perform tasks			x		
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks		x			

Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying 10-15kgs		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Working at heights	Ascending and descending ladders, stools, scaffolding					x
Pushing/Pulling	Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks		x			
Foot Movement	Use of leg and/or foot to operate machinery	x				
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/Arm movement	Repetitive movement of fingers, hands and arms e.g. computer keyboarding			x		
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands		x			
Driving	Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus. Etc.					x
Psychosocial Demands						
Interaction with People	Tasks involving interacting with distressed and emotional people				x	
	Tasks involve interacting with people with mental illness, mental health issues or a disability.				x	
	Tasks involve witnessing or learning about disturbing or distressing personal circumstances and domestic violence.				x	
	Tasks require communicating with others (children or adults) to exchange information.				x	
	Tasks require giving direction and feedback on work undertaken by others.				x	
	Tasks require receiving direction and feedback on work undertaken to meet required work standards.				x	

Reasoning	Tasks require interpreting process documents, following plans and quality standards documentation.				x	
Responsibilities	Tasks involve being responsible for a group of children or vulnerable adults.				x	
Working requirements	Tasks require work to be conducted out of hours (such as overnight).				x	
	Tasks are undertaken in a busy, demanding and dynamic work unit.				x	
	Tasks for the position require individual resilience and adaption to workplace change.				x	
Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures	x				
Liquids/Chemicals	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					x
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Biological hazards	E.g. exposure to body fluids, bacteria, infectious diseases requiring PPE		x			
Cytotoxic hazards	Handling and/or preparation of cytotoxic materials					x
Radiation	Working with radiologic equipment	x				
Previous Revision dates:		July 2026.				
Current:						
Approval						
Managers Name:						
Managers Signature:						
Employees Name:						
Employees Signature:						