Swan Hill District Health
Connected Care. Best Experience.



Inclusive	*Compassionate*	*Progressive*	*Accountable*

Security Officer (Casual)

Security Department
Security Officer Grade 2 (GF23)

Be part of something bigger than security.

Our Security Officers play a vital role in delivering safe, person-centred healthcare. Working alongside clinical and support services teams, they help protect staff, support vulnerable patients and create an environment where care can be delivered with dignity and confidence.

We are seeking professional, community-minded people who demonstrate our values of **Inclusive, Compassionate, Progressive and Accountable** and who understand that communication, professionalism and respectful engagement are as important as security skills.

The Position - As a Casual Security Officer, you will:

- Provide a visible and professional security presence.
- Respond to incidents, emergencies and behavioural escalations.
- Conduct patrols and monitor security systems.
- Support patients, visitors, staff and contractors.
- Complete accurate incident reporting and documentation.
- Contribute to a culture of safety, respect and teamwork.

You Bring

- Current Victorian Security Licence or Certificate II in Security Operations (CPP20218, or an equivalent qualification recognised for Victorian Security Licensing purposes.
- Strong communication, teamwork and conflict resolution skills.
- Sound judgement and the ability to remain calm under pressure.
- A commitment to delivering safe, respectful and person-centred service.
- A positive, professional approach that reflects SHDH's values of Inclusive, Compassionate, Progressive and Accountable.

Mandatory requirements

- Current National Police Check.
- Working with Children's Check.
- 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 upload your Cover letter responding to the Key Selection Criteria and up-to-date CV, via our SHDH Website link SHDH Apply for this Job

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: 10th December 2026

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

Position:	**Security Officer**
Classification:	Security Officer Grade 2 - GF23
Department:	Support services
Reports to:	Director of Corporate Business
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. • Hold a current Victorian Working with Children Check. • Hold a current Victorian Drivers License. • Hold a current level II First Aid Certificate. • Meet all critical job demand requirements. • Strong negotiation skills and demonstrated ability to utilise appropriate conflict resolution and de-escalation techniques. • Assertiveness and problem solving skills. • Astute time management skills. • High reliability and honesty. • Effective communication and interpersonal skills. • A commitment to providing excellent customer service. • Proven ability to work effectively as part of a team. • Ability to work autonomously with limited supervision. • Ability to work across a 24/7 roster. • Previous experience in a security role in a hospital setting is desirable.

	• Current National Police Check. • Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses. **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.
Salary/Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement.
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 Centered 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 centered.
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.
Previous Revision dates: **Current:**	May 2021, March 22, Jan 2023 March 2025
Managers Name:	Fiona Lawrance
Managers Signature:	
Employees Name:	
Employees Signature:	

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APPLICATION FOR EMPLOYMENT FORM

(To be attached to application)

The Application for Employment form is required to be submitted with the following documents:

- ☐ Covering letter in support of application
- ☐ Response to Key Selection Criteria
- ☐ Applicants Curriculum Vitae

Position Applying for	

General Information

Name			
Address			
Contact	**Home phone**	**Mobile**	**Email**

Are you of Aboriginal/Torres Strait Islander Origin? ☐ No ☐ Aboriginal ☐ Torres Strait Islander

(This question is voluntary)

Do you wish to be identified under this category? ☐ Yes ☐ No

Are you an Australian Citizen or Permanent Resident? ☐ Yes ☐ No Date of Grant _____

If no, what is your current Visa Status – Visa type _____ Expiry date _____

Place/Country of issue: _____ Issue Number: _____

Do you require sponsorship? ☐ Yes ☐ No

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is subject to:

- 6 months' probationary period (*with a review at 3 months.)*
- Requirement to work any shift
- Requirement to work in any department as required

Hours of Work – _____ (Availability)

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? ☐ Yes ☐ No

If **Yes**, please provide details:

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013,* you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:
Email address: employment@shdh.org.au
Phone: 03 50339315
Postal Address: PO Box 483 SWAN HILL VIC 3585