

Security Services - Hornsby Ku-ring-gai Hospital Stage 2 Redevelopment Consultation Paper - Staffing

Contact for enquiries and proposed changes:

Project sponsors

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Background

HKH Security services rosters 3X Security Officers (SO) per shift. This allows for improved response to aggression incidents and general security services to the hospital. With the upcoming expansion and opening of the HKH Stage 2 Redevelopment the Security department will require additional staff to adequately provide service the Hospital needs and ensure compliance to Policy.

In the design of HKH Stage 2 Redevelopment the establishment of a front of house Security office located within the new hospital foyer, as the main security hub was identified. The existing security office located at the front of the Emergency Department, will now be a satellite security office. To comply with the Australasian Health Facility Guidelines, the security room will be located close to the Main Entrance / Emergency Unit after hours entry. The current configuration of the ED security office may alter to suit changed monitoring arrangements.

Current Reporting Line

Security Officers report to the Security Supervisor who reports to the Security Manager. There will be no change to the current reporting structure as part of the redevelopment.

Current FTE = 14 (12 SO's + management)

Proposal

The current staffing level of 3 officers per shift is proposed to increase to 4 officers per shift, requiring an additional 4 FTE. It is proposed each of these new roles will be graded 'Security Officer' as designated within the Health Employees (State) Award 2019.

Proposed FTE = 18 (16 SO's + management)

The current roster patterns and shift times will remain unchanged, with two shifts per day from 06:00 to 18:00 and 18:00 to 06:00.

This would see the resourcing spread across 3 essential roles:

1. 1 x Officer for Security main entrance office duties.

This role will focus on providing customer service as the front of house representative for security. They will assist in preparation of access cards and will monitor the CCTV cameras along with already assigned duties such as maintaining the security log and general enquiries that come to the Security office. The CCTV camera equipment in the new front of house security office requires similar knowledge and skills to existing equipment, there will be a few more screens added to the array.

2. 2 x Officers for Site Patrol and designated IRT & ART response teams.

Patrol officers will be designated to continuous patrols of site when not responding to Code calls for assistance. This will increase site security presence along with better control and monitoring of access controlled areas and increased checking of site infrastructure. Having a dedicated patrol team will increase security presence around the hospital campus and promote a greater feeling of safety for all staff members working at Hornsby Hospital, as well as potentially leading to a reduction in aggressive incidents.

3. 1 x Officer for the satellite security office situated in ED.

The ED Security Officer will have a 'monitor and act' responsibility, providing a constant presence in the ED area and as the first responder for all aggression incidents within ED with back up assistance coming from the patrol officers.

It is envisaged that during a shift the Security Officers will spend time in each role on a rotational basis. This will provide variety, multi skilling, flexibility of workforce and mitigate any potential fatigue issues. It is anticipated that each officer will rotate two hours in the foyer office x 2, four hours of patrols on hospital grounds and two hours in the Emergency Department Office x 2. However, the duration of each role can be agreed at the start of shift within individual teams with the default minimum time being 2 hours in each position, where agreement can't be reached.

Security roles being shared on a shift allows for greater equality of sharing security responsibilities fairly and at the same level. Work load will also be shared when responding to aggression incidents so that all team members are equally participating in work duties.

The current arrangement allows for guards to have their lunch whilst still on active duty and are required to respond when called and then return to finish their lunch. This currently is more likely to be interrupted due to ART or IRT calls. The ability to spread around seated duties, such as the ED guard role, will allow staff down time and have something to eat whilst in a less active area. This work arrangement will give each Security Officer the opportunity to sit down for periods of time throughout a shift but also enable them to perform the patrol duties and ensure movement over a 12 hour shift.

The overall addition of four guards, who are sharing each role, will further add to the worksite culture and build teams to be efficient at managing their daily duties.

Security team administration requirements will be maintained by the Security Supervisor unless special secondments are required for additional project work that may come up from time to time.