AFC Reference:	HS/0048
Job Title:	Operational Security Grade
Band:	3
Hours:	37.5 hours
Division/Service:	Secure Division

Job Outcomes:

As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, addiction services and learning disability care.
2. Service users receive a high quality service and one which is free from stigma, discrimination and harm.
3. Staff are engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers
5. The Trust values of Continuous Improvement, Accountability, Respectfulness and Enthusiasm will be embedded across the division for all staff and evident to service users.

Job Purpose : To undertake a range of duties and roles in support of the security requirements of the Hospital.

Organisation Chart :

Principal Responsibilities:

1. To work within an area of high security were there are service users with a known violent, criminal, or dangerous propensity that require care in High security Conditions.
2. The Security Department provides a hospital wide service ensuring all aspects of Procedural, Dynamic and Passive security systems are in place, operationalised, maintained and regularly updated. This ensures the delivery of effective patient care is balanced with the hospital's statutory requirements to maintain a safe and secure environment for staff, patients and the public.
3. The hospital's Passive security systems are divided into a number of functional areas. These cover all aspects of hospital security; staff main entrance reception, visitor processing, security maintenance, control room operations.

Key Accountabilities

To have detailed knowledge and the practical skills, in order to carry out, all security duties as stated by the NHS Safety and Security Directive, and detailed in the Ashworth Security Procedures Manual.

1. **Range of duties personally performed**

   OSG's are required to undertake the range of duties to support the security requirements of the hospital in conjunction with other staff. OSG's will undertake regular rotation both within specific functional areas and across functional areas once appropriate training has been provided and experience gained. This should be achieved normally within six months.

2. **Staff Main Entrance**

   This functional area of the Security Department is primarily concerned with the secure processing of staff into the secure sites. The role incorporates responsibilities for security monitoring and responses to alarm states in the entry building.

   a) Staff identification, and the utilisation of specialized I.T. equipment
   b) Key and radio issue/return
   c) Key security checks
   d) Vehicle processing including searching and passenger processing, (metal portal, X-Ray, heart beat monitor)
   e) Contractor/other tool checks
   f) CCTV monitoring, (entry building)
   g) Entry building staff pedestrian control
   h) Emergency vehicle escorts, (fire, ambulance etc)
   i) Alarm response states to entry building

The roles detailed include operational activities such as:-

a) Monitor the searching of hospital vehicles through the use of closed circuit television. Log the entry and exit times and numbers of people for all vehicles.
b) Searching of vehicles on entry and exit to the secure sites of the hospital.
c) Checking of security keys held in automated key cabinets, as per hospital procedures.
d) Carry out statutory checks, as per procedures, to monitor the number of keys issued. Check the key cabinet's for the keys that are issued against the shift pattern by use of computerized system.
e) Operate electronic doors, both vehicle and pedestrian, via consoles in the Control Centre.
f) Use the closed circuit television system to monitor the movement of traffic, both vehicular and pedestrian in and out of the secure areas.

3. **Visitor Processing**

This functional area of the Security Department is primarily concerned with the secure processing of visitors into the secure sites.

   a. Visitor information centre
   b. Visitor verification, pre booking and goods/items processing, (metal portal, X-Ray search)
   c. Visitor processing at entry building
   d. Central visits North Site
   e. Contractor escort management and coordination
   f. Staff search, (metal portals, X-Ray)
   g. Staff goods processing/control
   h. Patient possessions processing
   i. Assist in the facilitation and the escorting of child visits

The roles detailed include operational activities such as:-

- Completion of the appropriate documentation on arrival and departure for all official visitors. Confirm that they are expected and advise the relevant escort staff.
- Check patients' visitors are the approved visitors list and once satisfied as to identity, complete appropriate documentation.
- Provide a Reception service to all visitors to the hospital, using the visitors computerized systems. Phoning of wards and departments to notify them of visitors, following the hospital procedure on the taking of items into the hospital. Explain to visitors the hospital policies, such as not allowing plastic bags in the secure areas.
- The rub-down searching of staff, visitors and patients as required. The searching of baggage using metal detectors and x-ray equipment. The manual searching of bags.

4. Security Maintenance Function

This function area of the Security Department is primarily concerned with the range of security roles which underpin and maintain the security standards of the secure sites.

a. Dedicated Search Team Staff
b. Routine perimeter patrols/response to alarm states
c. Response to personal attack alarm states in the grounds
d. Non secure site security/barrier control
e. At times there is a requirement to be able to drive the patrol vehicle to assist in the maintenance of perimeter security
f. Assist in the updating of patient photographs as and when required
g. Participate in drug detection dog searches

The roles detailed include operational activities such as:-

• Administration duties as required of the role, which may include issues relating to the collation and collection of security related information.
• Undertaking specified searches of patients or areas which at times will be undertaken in threatening and hostile environments.
• Alarm responses may involve the prevention of escapes by patients which may be highly stressful and physically demanding.

5. Control Room Operations

The Control Room operations are primarily concerned with organizing and coordinating all emergency responses across the secure sites to alarm states. The monitoring function performed by the Control Room is seen as integral to the safe operation of the hospital.

a. Hospital wide communications systems
b. CCTV surveillance/monitoring within the secure sites
c. Ward alarm response, (disturbance)
d. Site incident response
e. Emergency responses, (fire, ambulance etc), and escorting and monitoring emergency vehicles within the secure site.

The roles detailed include operational activities such as:-

• Coordinate the movement of patient across the hospital site through the use of the communications systems, which link to VHF Radio/Pager systems throughout the hospital. Authorise the movement of patients in accordance with hospital policy.
• Update the movement board to show the number of patients in all areas at any one time.
• The practical application of security procedures for fire, escape, disturbance and hostage procedures.
• Act at all times in accordance with the Health and Safety procedures.

- Undertake the response arrangements for all alarm states in the hospital under the direct guidance and instruction of the Control Centre Supervisor.
- Report to the Control Centre Supervisor the condition and operation of equipment within the Control Centre.

6. Responsibilities

Financial

None

Equipment & Materials

Responsible for equipment whilst on duty.

Contact with People

Internal –	Contact with staff at all levels – patients
External -	Official Visitors, Contractors, Patients' Visitors
Patients -	During patients cross site movement, patients using Grounds Access, leave of absence, admission/discharge and room searching.

7. Supervision Exercised

Is required to provide cover for Security Supervisor once trained and skilled.

8. Supervision Received

OSG's are required to work with minimal supervision, being expected to have high levels of personal integrity and trustworthiness. As the service is operational 24 hours per day, staff will be required to operate a flexible shift system which incorporates day and night duties as specified by the Control Centre Manager, Deputy Control Centre Managers, Security Manager.

Day - Work allocated and supervised by the Control Centre Supervisor or relevant Supervisor. The post holder carries out routine tasks, but will refer any unusual problems to the Control Centre Security Supervisor for clarification.

Night - During the night shift, work will be allocated and supervised by the Night Control Centre Supervisor or relevant supervisor, to whom unusual problems will also be referred.

9. Environment

Work is undertaken in a secure and confined area with highly restricted access, which may be claustrophobic to some individuals. Detailed attention is required to all security equipment throughout the day. The work area may suffer from noise pollution, due to the frequent sounding of alarms on the electronic equipment. Ambient temperature and air quality fluctuates due to no direct access.

The work is physical in nature and OSG's must be physically fit to carry-out duties such as searching people, vehicles, and areas. OSG's will also perform parameter patrols in all weather conditions both on foot and in a vehicle. During emergency situations OSG's will be required to undertake any designated security role as specified by the Control Centre Manager, Duty Manager, Security Manager, Director of Security.

Generic Responsibilities for all staff:

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness and Enthusiasm – in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient / service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training work shop
- Be an ambassador for Just & Learning and Civility & Respect following the training
- Positively advocate the just and learning culture within your team

- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/services to create a positive environment for Just and Learning Culture
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/information to the attention of team members and other MCT colleagues they work with.
- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder

	ESSENTIAL	DESIRABLE
QUALIFICATIONS:	• Good command of English both written and verbal.	• Minimum 3 GSCE or equivalent eg NVQ
KNOWLEDGE/EXPERIENCE:	• Good standard of verbal and written communication, including ability to use I.T Equipment • Ability to carryout routine tasks. • Experience of working to laid down procedures in a structured setting. • Ability to get on with people and deal with visitors. • Ability to demonstrate the operation Information Technology equipment	• Show interest in security/patient issues • Ability to use hand tools, and equipment
VALUES:	• Continuous Improvement • Accountability • Respectfulness • Enthusiasm • Responsive to service users	•

	• Engaging leadership style • Strong customer service belief • Transparency and honesty • Discreet	
SKILLS:	• Excellent communication skills • Experience of dealing with the public • Ability to work within a team and follow detailed instructions • Motivated to working within the specialized department • Ability to demonstrate calm approach to stressful situations.	•