



THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

1. JOB TITLE SECURITY SUPPORT TECHNICIAN	2. DIVISION SANGRE GRANDE HOSPITAL	3. DEPARTMENT SECURITY SERVICES DEPARTMENT
4. ORGANISATIONAL RELATIONSHIP The Security Support Technician will report to the Supervisor-Security Services.		5. NATURE & SCOPE The Security Support Technician is responsible for ensuring the protection of staff, patients, visitors, property, information and the image of the Authority. Supervise all operations of the assigned location; plan, coordinate, direct and control security activities.
6. SPECIFIC ACCOUNTABILITIES The Security Support Technician: <ul style="list-style-type: none"> □ Assists in the implementation and enforcement of the Authority's Security Policies and Procedures at the Sangre Grande Hospital. □ Monitors and reports on the performance of contracted security personnel and other security contractors to ensure efficient delivery of agreed service and tasks within the frame work of the contract. □ Assists in the resolution of conflicts through personnel intervention to achieve mutual understanding and escalate to the Supervisor Security Services and Manager, Security Services as required. □ Maintains a good working relationship with internal and external stake holders to ensure that security goals are achieved. (Contractors, law enforcement agencies and recognized Trade unions). □ Assist in the gathering of information relative to all security related reports/incidents made at the facility. □ Monitors performance of contracted security guards. □ Prepares and presents oral and written work for submission to the Supervisor Security Services. □ Conduct scheduled and periodic checks of all electronic security equipment throughout the NSGH campus. □ Completes daily shift logs, security reports and inspection reports. □ Assists in compiling security program manual in collaboration with department colleagues. □ Assist the Supervisor Security Services in conducting Security Risk Assessment in order to detect any vulnerability and take corrective action. □ Conduct daily checks and on all security related registers inclusive of Keys; Vehicles and conducts monthly audits as directed by the Manager, Security Services. □ Checks on other personnel working alone on the grounds; responds to wireless set; assists staff and others with personal safety concerns. □ Provides counselling to staff and resolves discrepancies. □ Escalate all security request and matters that are reported by the respective HODs and or patients/visitors in real time to the Supervisor Security Services. □ Other relevant duties that may be assigned by the Manager- Security Services. 		
7. KEY KNOWLEDGE, SKILLS AND ABILITIES <ul style="list-style-type: none"> □ Proficient Security training in the field of Private Security. □ Conflict resolution and report writing skills. □ Working knowledge of basic law enforcement. □ Sound knowledge of general safety precautions and fire hazards at institutions. □ Sound knowledge of investigation procedures. □ Ability to respond to emergencies and employ effective course of action. □ Ability to diffuse altercations and problem situations. □ Ability to work in a hostile environment and/or unionized environment. 		

Date Approved:

- ❑ Ability to work in a fast-paced public healthcare facility.
- ❑ Ability to conduct security interviews with victims and alleged perpetrators.
- ❑ Intermediate written and verbal communication skills.
- ❑ Ability to establish and maintain good working relationships staff and the public.
- ❑ Ability to use Microsoft Office Suite.

8. MINIMUM TRAINING AND EXPERIENCE

- ❑ Training as evidence by the possession of a Certificate in Security Administration from a recognized institution.
- ❑ A minimum five (5) years' experience as a Precepted Security Officer at a recognized security establishment.
- ❑ A minimum of two (2) years' experience in supervising security personnel.
- ❑ A valid driver's license is required.
- ❑ Police Certificate of Good Character not older than three (3) months.
- ❑ Any combination of training and experience.

9. SUPERVISORY RESPONSIBILITIES

- ❑ Not Applicable

10. COMMUNICATION AND WORKING RELATIONSHIP

Internal:

- ❑ Supervisor Security Services
- ❑ Manager-Security Services
- ❑ Senior Occupational Safety and Health Officer
- ❑ Facility Coordinator
- ❑ Quality Coordinator
- ❑ OSH Officer
- ❑ All Heads of Department

External:

- ❑ Supervisors of Security Contracts firms.
- ❑ Law Enforcement Personnel
- ❑ Security Suppliers
- ❑ General public
- ❑ Other Security Professionals