

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Security & Estates Attendant
GRADE	2
HOURS OF DUTY	Night 8pm – 08.30 am Sunday – Thursday and 8pm – 9.00am Friday & Saturday
REPORTS TO	Support Services Operations Manager
KEY RELATIONSHIPS	Chief Executive Officer, Directors, Medical Staff, IPU Staff, Head of Site and Support Services, Heads of Department, All Hospice staff and volunteers, Facilities Manager, ICT Manager, Contractors and external technical organisations, Members of the Public, Local Authority, Local Hospices and Other Organisations.
RESPONSIBLE FOR	Ensuring the smooth continuation of the Hospice's Support Services out of hours by providing assistance to the clinical teams and staff on site which requires responsibility for the security of the main Hospice site as well as for the wellbeing and safety of staff, patients and visitors while providing a complaint, professional and compassionate service.

JOB SUMMARY

Daily duties of the Security & Estates Assistant are to report to, and support, the IPU Nurse In Charge while carrying out defined duties to maintain the security, safety, professionalism and support services of the Hospice out of hours. Directed by either the Support Services Operations Manager or the Head of Site and Support Services to carry out a range of security, portage and maintenance/estates responsibilities while reacting in a professional and responsive manner to any issues that may occur out of hours while observing Hospice Policies, procedures and safe systems of work.

MAIN DUTIES AND RESPONSIBILITIES

- To carry out security procedures and check that all doors and windows are securely closed and locked in all buildings on the the Hospice premises
- To activate area intruder alarms at start of shift, or after an event, and to de-activate intruder alarms at the end of each shift in accordance with procedures. To investigate any intruder alarm activations, and after investigation reset alarm(s) and record
- To follow Hospice fire procedures and support the Nurse In Charge during Fire Alarm activations. To play an active part in the evacuation process, investigation and in alerting the Emergency Services if needed.

- Patrol, the outside of the Hospice grounds to include buildings, car parks and the general grounds to ensure all areas are secure and in order. All patrols are to be recorded and signed. In addition, Patrolling of internal areas is to be carried out at regular intervals throughout the shift and recorded, timed and signed.
- Monitor the entry and exit of all persons on site. Ensure reception procedures, such as signing in and out, are followed
- Ensure car park is secure by following Hospice Procedure by securing Hospice car park entrance gate, patrolling, identifying and reporting faulty lighting/CCTV.
- To be pro-active and report in writing any issues relating to Health & Safety, the general state of Estate or concerns to the line manager immediately
- As identified by line management carry out a number of Estates audits and Statutory audits during the shift
- To investigate, remedy and report all minor Estates issues that may arise out of hours. Minor building/site defects include, but not limited to, the resetting of Hot Water and Heating boilers, resetting alarms, or resetting fuse boxes.
- To record any main Estates issues that cannot be resolved after investigation or calling out the Estates on call team or contacting Director on Call or line manager. To report any issues arising during shift to the Support Services Operations Manager (via email) for the next working day
- For serious incidents requiring attendance by Fire Brigade, Police or failure of electrical or other critical building services ensure Senior Nurse is advised and assist where possible. If necessary advise the Nurse in Charge to call the Estates on Call
- To regular check on lone workers in accordance with Hospice Lone Working policy
- To ensure all Health & Safety procedures and policies are strictly adhered to, and safe systems of working are in operation and followed
- Carry out CCTV cameras checks at start of each shift to ensure system is working correctly. To record and report any issues with cameras.
- To ensure all relevant Hospice policies and procedures are known and followed
- To assist in keeping main entrances, pathways, roadways and the car parks safe during adverse weather conditions
- Report any suspicious activity or incident to the Nurse In Charge or to the relevant Emergency Services after consultation with the Nurse In Charge
- Ensure reception area, visitors lounge, mail room and Chapel are kept clean and tidy and that any confidential information is not on view and secure

- Receive and sign for any goods delivered out of hours, as well as assisting and supervising any contractors working on the site out of hours
- To complete all mandatory training and relevant training needs identified by the Hospice
- Support the clinical staff, working closely with Nurse In Charge, with any difficult and potential threatening behaviour in regard with visitor's behaviour, demonstrating compassion and understanding while ensuring the implementation of the Hospice's Zero Tolerance policy
- Ensure that uniform procedure is followed and that clean Hospice uniform, and PPE, are worn at all times when on duty. Photo ID badge to be worn while on duty
- Post requires tact, sensitivity and discretion as working near patients, relatives and their visitors
- The role may change as the post develops, but only after discussion between the Head of Site and the post holder

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

011020 JOB TITLE DD/MM/YY

PERSON SPECIFICATION

Security & Estates Attendant

E = ESSENTIAL	D = DESIRABLE	
Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning		
<p>Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.</p> <p>Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.</p> <p>Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p>Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p>Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.</p>	E	
Qualifications & Training		
Skills/Abilities/Knowledge		
<input type="checkbox"/> Able to work desired shifts, on weekends, and Bank holidays, all out of hours	E	
<input type="checkbox"/> Able to communicate clearly, professionally and compassionately with all Hospice users	E	
<input type="checkbox"/> Basic level of education	E	
<input type="checkbox"/> Able to remain alert during quiet periods	E	
<input type="checkbox"/> Able to maintain confidentiality	E	
<input type="checkbox"/> Holds a current SIA Door Supervisor badge	E	
Experience		
<input type="checkbox"/> Has worked night shifts	E	
<input type="checkbox"/> Work as part of a team or alone	E	
<input type="checkbox"/> Has carried out security work in occupied premises	E	
<input type="checkbox"/> Has worked in healthcare premises/or with the general public		D
Other Requirements		
<input type="checkbox"/> Access to transportation	E	
<input type="checkbox"/> Be flexible and able to work extra shifts as and when needed	E	