



# SecureCare Job Description

Role Title	Role Summary	Duties & Responsibilities	Characteristics & Qualifications
<p><b>Enhanced Security Officer (ESO)</b></p> <p>Reporting to: <b>Operations Manager</b></p>	<p>This role is to provide outstanding safeguarding and security provision within a clinical healthcare environment to service users with mental health support needs.</p> <p>The person undertaking this role will actively safeguard all service stakeholders including service users, patients, staff, and the general public.</p> <p>The person will act as the first contact point between service users and stakeholders providing clear and effective communication between the trust and management.</p>	<p>Provide pro-active risk awareness and appraisal ensuring pro-active assessments of potentially high-risk / aggressive service users / patients either to themselves, or to others.</p> <p>Provide the first response to aggressive / confused patients on wards and in the wider clinical setting within areas of responsibility.</p> <p>To offer protection to nursing staff from aggressive behaviour towards them.</p> <p>Where appointed, to prevent high-risk patients from leaving the ward.</p> <p>Ensure patient safety (when confused)</p> <p>To ensure the safety of other patients from aggressive &amp; abusive patients.</p> <p>Assist nursing staff where needed, for example with morning washing, changing / refreshing patients &amp; bed spaces &amp; protected dinners.</p> <p>Facilitating safe patient welfare breaks for activities such as smoking or access to secure outside spaces.</p>	<p>Critical person qualities:</p> <ul style="list-style-type: none"> <li>• Personable</li> <li>• Professional</li> <li>• People-centred</li> <li>• Risk conscious / aware</li> <li>• Pro-active</li> <li>• Compassionate</li> </ul> <p>Training</p> <p>Full training is provided including:</p> <ul style="list-style-type: none"> <li>• Emergency First aid at work</li> <li>• Conflict Resolution, Physical Intervention &amp; Disengagement techniques</li> <li>• Mental Health &amp; Dementia Awareness (Annual)</li> <li>• Shadow Shifts</li> <li>• Personal Centred Care Procedures</li> <li>• Food Hygiene Procedures</li> <li>• Infection Control Procedures Including Covid 19 awareness</li> <li>• Moving &amp; Handling Practical &amp; Theory</li> <li>• Person Centred Care Theory</li> <li>• All training will be certified</li> </ul>

		<p>Facilitating and support patients to on-site appointments.</p>	
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		<p>Undertaking patient transfers.</p>	
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