



SOUTH AUSTRALIA POLICE

KEEPING SA SAFE

POSITION INFORMATION DOCUMENT

OPS2 Protective Security Officer – COVID-19

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide a visible, responsive police service for all South Australians. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

On 22 March 2020, the State Coordinator for the State of South Australia declared pursuant to section 23 of the *Emergency Management Act 2004* (SA) that a Major Emergency is occurring in respect of the outbreak of the Human Disease named COVID-19 within South Australia.

SAPOL is committed to continue to provide active, ongoing leadership during the COVID-19 response in support of SA Health's mission of reducing the impact of the virus on the community. SAPOL will ensure the effective collaboration and coordination of resources across all sectors – both government and non-government.

SAPOL have established a number of systems and processes to address the emergency, in particular:

- Border control duties; and
- Hotel quarantine/Medi-hotels compliance duties.

The Protective Security Officer – COVID-19 is responsible for the provision of operational support to sworn police officers to ensure the efficient and effective COVID-19 operations on a 24 hour, 7 day roster basis at SAPOL required locations within South Australia.

The Protective Security Officer – COVID-19 is required to work under the general direction of a sworn police officer to provide support in the undertaking of border control duties and providing security services in various hotels/medi-hotels and other accommodation used for quarantine.

Special Conditions

Work Status	<ul style="list-style-type: none"> • Australian or New Zealand Citizenship or permanent residency is required. • Will be subject to a criminal history check.
Special conditions	<ul style="list-style-type: none"> • Will be required to adhere to workplace health and safety measures, including the proper use of face masks to prevent the spread of COVID-19, which may require the incumbent to be clean shaven. • Appointment is subject to COVID-19 vaccination requirements. Will be required to maintain suitable vaccination status (including COVID-19 vaccination) and undergo medical testing as required. • Appointment is subject to a successful completion of the Protective Security Officer Qualification Program and successfully meeting medical & fitness standards and other required assessments.
Location	The incumbent will be required to work in hotels/medi-hotels, in other accommodation sites and/or locations within metropolitan and country South Australia, as required by SAPOL.
Out of Hours Work	The position involves rostered shifts and the incumbent must be available to be rostered over 24 hours and 7 days, including weekends, and public holidays. Overtime may be required to meet business needs.
Travel	May be required to travel intrastate as directed.
Performance Management	Requirement to participate in SAPOL's Individual Performance Management Program.
Code of Ethics	Abide by the standards in the Code of Conduct prescribed in the <i>Protective Security Regulations 2008</i> and the <i>Code of Ethics for the South Australian Public Sector</i> .

Reporting / Working Relationships

The Protective Security Officer – COVID-19 is accountable to the sworn duty shift supervisor.

The Protective Security Officer – COVID-19 is required to liaise with members of the public, internal and external clients, SAPOL employees and other SA public sector agencies.

The Protective Security Officer – COVID-19 is required to work collaboratively with managers, supervisors and employees across SAPOL and external stakeholders including but not limited to volunteers, members of the community and various multi-disciplinary teams within the SA public sector.

Key Outcomes

- Provision of a high standard of customer service by:
 - Treating staff members, customers (both internal and external) and members of the public fairly and in accordance with the principles of equity, diversity, and equal opportunity;
 - Staffing security desks and control access in hotels/medi-hotels and other accommodation used for quarantine, internal evacuation points and lift lobbies on all floors.
 - Assisting sworn police officers in resolving customer complaints and responding to enquiries in a timely manner; and
 - Supporting police officers in responding to a diverse range of telephone enquiries and providing advice in accordance with established SAPOL practices, policies, procedures and relevant legislation.

- Provision of operational support to police officers by:
 - Monitoring designated roads entering South Australia;
 - Assist in the processing of all traveller arrivals into South Australia via the Cross Border Travel Registration (CBTR) online portal and other relevant SAPOL systems and databases;
 - Assist and/or support police with all border compliance activities;
 - Assist in conducting escorts of travellers from the border to their place of quarantine as required either at a private residence or hotels/medi-hotels, and other accommodation used for quarantine;

- Contribute to the security and safety of the community by:
 - Undertaking static, foot and mobile protective security duties;
 - Carrying and maintaining proficiency in the use of operational equipment as required;
 - Operating security equipment including CCTV monitoring;
 - Monitoring, detecting and reporting breaches of security;
 - Exercising legislative authorities pursuant to Part 4 of the *Protective Security Act 2007*;
 - Exercising legislative authorities pursuant to Section 25 of the *Emergency Management Act 2004* under the general direction of a sworn police officer;
 - Providing an emergency response function as required;
 - Handling special security assignments as required;
 - Undertaking floor by floor monitoring to ensure guests are complying with directions;
 - Assist in the undertaking of perimeter foot patrols;
 - Assist in the maintenance of relevant manifests inclusive of compliance checking to ensure quarantined guests are in their rooms; and
 - Monitor and report all guest movements after guests are established in hotels/medi-hotels and other accommodation used for quarantine, including maintaining and recording details in journals, log books, note books and electronic databases required by SAPOL.

- Contributing to the effective COVID-19 operations in SAPOL by:
 - Ensuring that work outcomes are achieved in accordance with the relevant legislation, local policies, guidelines and procedures;
 - Promoting and implementing the objectives and principles of the *Police Act 1998*, *Protective Security Act 2007*, *Public Sector Act 2009*, the *Code of Ethics for the South Australian Public Sector* and the Code of Conduct prescribed in the *Protective Security Regulations 2008*;
 - Adhering to the provisions of relevant legislation including, but not limited to, the *Equal Opportunity Act 1984*, *Work Health & Safety Act 2012*, Awards and Enterprise Agreements; and
 - Demonstrating appropriate behaviours that reflect a commitment to SAPOL's values and strategic directions.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE**Essential Minimum Requirements**

- Demonstrated interpersonal skills including effective communication skills both verbally and in writing.
- Demonstrated ability to work effectively and harmoniously in a team environment, under general supervision to achieve agreed objectives.
- Proven ability to work effectively under pressure, prioritising significant volumes of work and maintaining a high level of accuracy.
- Proven ability to interpret legislation and exercise initiative and judgement to resolve issues and disputes, including dealing with difficult clients.
- Proven experience in the use of Microsoft Applications and other databases and systems.
- Possess a high level of personal integrity and credibility and maintain confidentiality.
- Knowledge of the principles of diversity and inclusion.
- Demonstrated knowledge and commitment to Work Health and Safety (WH&S) legislation, principles and practices; and risk assessment in accordance with the WH&S Act (2012), Regulation, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.

Desirable Characteristics

- Experience working within the security industry or a similar disciplined environment.
- Demonstrated experience in the interpretation of legislation and making decisions in accordance with legislative requirements.