Winchester District Memorial Hospital

VACANCY POSTING

Vacancy:	Service & Protection Agent
Description of Position:	Casual
Number of Vacancies:	1 Position
Unit:	Building Services
Employee Group:	CUPE Service
Wage Grid:	$28.32 - $29.37
Shift & Weekend Work:	May be required
Reference Number:	#26-172 CAS S.P. AGENT

ROLES AND RESPONSIBILITIES

PATIENT SAFETY

Every employee's responsibility is to ensure that the hospital's patient safety goal continues to be the centrepiece of our quality and risk management program and that every patient is treated within a safe environment. To ensure compliance with this goal, each employee must:

- Find, report, and prevent incidents/near misses or adverse effects
- Communicate/report areas of concern immediately to your Manager
- Complete a Near Miss Form or Incident Report to communicate or report incidents or near misses

SUMMARY OF POSITION:

The Service and Protection Agent plays a key role in ensuring patient and staff safety through proactive monitoring, conducting safety checks, supporting teams and patients and intervening directly when necessary. The incumbent also provides broader service support within the hospital by facilitating and doing patient transport, maintaining adequate supplies and linen in the various units, and monitoring building systems.

NATURE AND SCOPE OF WORK

- Regularly patrol and conduct safety checks of all interior and exterior buildings, including parking areas, Community Care Building, Dillabough Building and Hospital.
- Show professional, visible presence in general exterior area, Emergency waiting room, at access points, shift changes, and upon request to specific locations (ex. In view of a specific patient)
- Monitor for any escalating behaviours and intervene to deescalate volatile situations, ex. Liaise with people in waiting areas in situations of high volumes / extended wait times to manage expectations and maintain a de-escalated situation.
- Provides 1-on-1 patient behaviour surveillance when required
- Assist in transporting patients
- Escort patient and visitors going from Emergency department to other departments

- Respond immediately to any emergency codes and all other safety related situations
- Monitors: surveillance system, alarms, fire detection equipment, and code white alarm equipment.
- Locks and unlocks doors, parking gates, elevators if required, arrange access to morgue
- Assist in accompanying staff in the parking lot if requested
- Notify Care Coordinator and/or appropriate managers of any safety hazards, maintenance problems or other unusual events.
- Enforce parking policy, including keeping fire lanes, ambulance, police routes, and helipad clear
- Assist in transporting supplies, linens, and other items as required and maintain adequate supplies in clean utility and storage rooms
- Support small equipment (ex. Wheelchairs) cleaning and return to home unit
- Assist maintenance and building services as required, such as:
    - Secure Hospital ring road and helipad during take off and landing of ORNGE
    - Enforce no smoking policy
    - Communicate with maintenance personnel when patient beds require fixing and attention
    - Provide support with basic general maintenance issues or facilities-related follow-ups
- Attend staff meetings as often as possible and read circulated documentation and meeting minutes to remain abreast of changes and hospital activities
- Ensure that personal knowledge and competency remain current by participating in continuing education activities
- Remain current by participating in continuing education courses and activities.
- Support non-violent crisis intervention training for all staff
- Be familiar with the policies as they relate to Emergency Management
- Coordinate, facilitate, and participate in emergency & disaster response drills and mocks
- Documents duties and interventions conducted throughout shift, maintaining clear and concise notes of shift events.
- Additional duties as assigned

QUALIFICATIONS

- Grade 12 or equivalent education
- Valid Ontario Security Guard Licence
- Advanced Non-violent Crisis Intervention skills certification and verbal de-escalation skills
- Certified Use of Force Training
- Possesses good knowledge and expertise in all aspects of security and fire emergency procedures, all hospital emergency codes, and related procedures.
- Familiarity with local, provincial, and federal legislation pertinent to Security Operations including the Mental Health Act
- Demonstrated ability to function as a team member
- Strong verbal and written communication and interpersonal skills
- Ability to deescalate and/or redirect difficult individuals with minimal use of physical intervention
- Ability to stay calm in emergencies
- Commitment to maintain dignity and self-esteem of patients and families
- Be capable of writing factual reports of events
- Use and manage CCTV and all security technologies
- Physically capable of performing duties
- Be able to work standing for long periods of time

- Demonstrated sound organizational and time management skills
- Ability to work under pressure, request assistance when required, and to adapt to change rapidly in an efficient and professional manner
- Strict confidentiality of all patients and hospital related information
- Current Basic Cardiac Life Support (BCLS) certification
- Ability to work efficiently and independently
- Demonstrates a professional and respectful attitude towards patients, the public and colleagues
- Responsible for own professional development
- Observe strict confidentiality of all patients and hospital related information
- All new employees must obtain a satisfactory Police Check (vulnerable sector)

ALIGNMENT WITH WDMH COMMITMENT STATEMENT

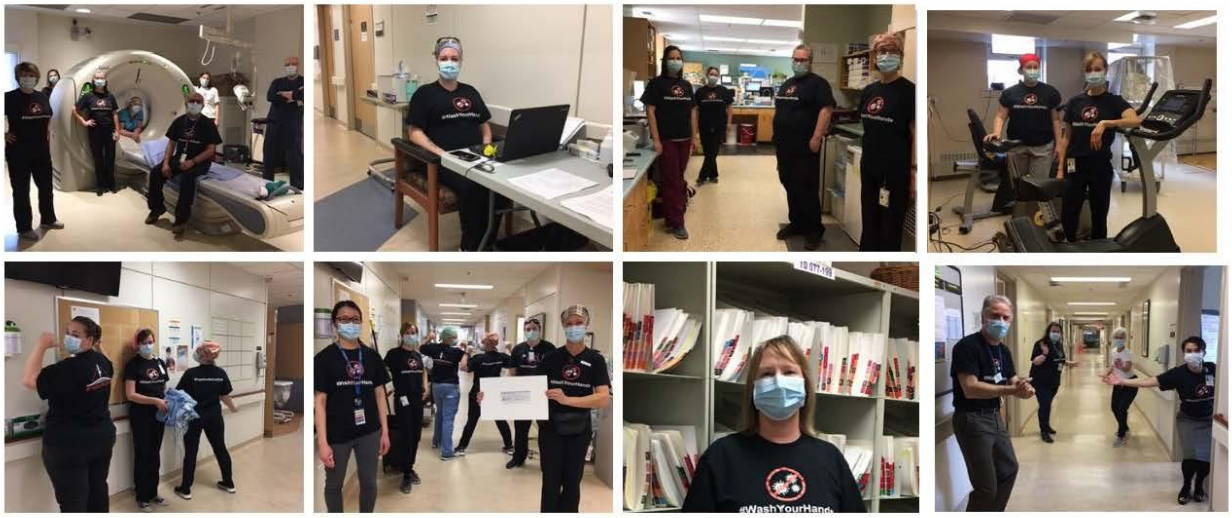
The duties and responsibilities of this position include alignment with the Winchester District Memorial Hospital's Commitment Statement. It is the Hospital's mandate to ensure that all employees adhere to the following as a duty of their employment:

Our Commitment

We are here to care for our patients with compassion - close to home and with our partners.
We pursue excellence in all we do.
We are one team. We value respect, accountability, innovation, and learning.

APPLICATION INFORMATION

Interested applicants should apply in writing, (by email only) indicating their qualifications in a cover letter and resume to Brenda Fancey, Corporate Manager - Recruitment, Compensation and Benefits at: **hresources@wdmh.on.ca** **At WDMH, we want you to experience work that is positive and rewarding -- in a safe, supportive, and professional environment. We are driven by Compassionate Excellence and are committed to providing an inclusive and barrier-free work environment. We invite all qualified applicants to explore careers with WDMH. Accommodations are available on request for candidates taking part in all aspects of the selection process.** We appreciate interest from all candidates, however only those selected for an interview will be contacted.



JOIN OUR TEAM

We are #WDMH Proud!

Winchester District Memorial Hospital (WDMH) has an award-winning reputation for compassionate excellence because we know that exceptional care involves more than good medicine.

- Our high patient satisfaction rates speak to our commitment to compassionate excellence and patient-centred care.
- We have been awarded Exemplary Standing from Accreditation Canada.
- We are One Team – with 1,000 staff, physicians, volunteers, and learners – all dedicated to providing the very best care close to home.
- We have fun! From Commitment Awards to door decorating contests, there is always something happening at WDMH to celebrate our team.
- WDMH provides an inclusive and welcoming place to shine, be recognized and feel valued. There are opportunities to advance and excel in your work and your career. Come join us!

Get to Know Winchester District Memorial Hospital

WDMH is a rural teaching hospital just south of Ottawa. We care for our local communities from childbirth to seniors' care – and are a hub site for cancer care, dialysis and cataract surgery.

WDMH has a 24/7 Emergency Department and Diagnostic Imaging services, including digital mammography and CT scans. Day surgery and specialty clinics, with visiting specialists from Ottawa hospitals, mean that patients can receive care without travelling to the city. And we are committed to education and research.

For more details, visit www.wdmh.on.ca.

Get to Know Our Region

- Rural and suburban lifestyle
- Reasonable driving distance to bigger cities like Ottawa, Montreal, and the border to the United States
- Driving distance to St. Lawrence and Rideau water systems
- Lower housing costs with bigger lot sizes and local parks, open spaces and hiking trails
- Smaller schools
- Large variety of rural community and agri-tourism events

For more details, visit www.northdundas.com.

