Winchester District Memorial Hospital

# VACANCY POSTING

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| **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 |

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| **Date Posted:** | November 18, 2026 |
| **Closing Date & Time:** | November 25, 2026 at 1700 hours |
| **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

Further information is available from **Sam Hutchingame at extension x6209.** Interested employees should apply in writing, by email only indicating their qualifications to Brenda Fancey, Corporate Manager - Recruitment, Compensation and Benefits at **bfancey@wdmh.on.ca**. When applying for any posted vacancy it is mandatory that you provide a thoroughly completed Application for Employment or attach a resume with all of the necessary information to assist in determining whether you meet the requirements of the position as outlined on the posting. Failure to do so will result in your application being screened out of the competition. **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.