

SFJ AG1

Maintain personal security and safety, and be alert to the security of others



Overview

This standard is about taking steps appropriate to managing and maintaining your own personal security, and also maintaining the security of colleagues and premises according to your level of responsibility.

There are two elements

- 1 Manage your personal security and safety
- 2 Contribute to maintaining the security of colleagues and premises

Target group

This standard is recommended for all individuals where there is a risk that the persons with whom they are dealing might present a threat to the security of themselves and others.

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Performance criteria

Manage your personal security and safety

You must be able to:

- P1 identify signs of aggressive, anti-social or criminal behaviour correctly and as it occurs amongst the personnel you are dealing with
- P2 respond immediately to adverse behaviour with a polite, professional and calming approach
- P3 use non-threatening language and gestures to diffuse potential aggressive or abusive behaviour
- P4 take appropriate, timely and permitted action to prevent further adverse behaviour, in line with legal constraints and your organisation's requirements
- P5 obtain immediate help from other people, including the relevant authority, when you need it, particularly if situations escalate
- P6 report details of adverse behaviour to the appropriate authorities, in line with your organisation's requirements
- P7 remain calm in difficult or stressful situations
- P8 carry out your working duties safely in accordance with legal and organisational requirements
- P9 maintain your own health and safety when dealing with others

Contribute to maintaining the security of colleagues and premises

You must be able to:

- P10 monitor property and premises in line with organisational requirements
- P11 be alert and respond appropriately to any situation that increases the risk of security or safety of yourself or others
- P12 take appropriate action in line with approved procedures, in circumstances where anyone attempts to gain entry without appropriate identification
- P13 report faults, malfunctions or unacceptable performance in security equipment immediately to an appropriate person
- P14 take immediate and appropriate action to respond to alarms, indications or other signals from security and protection systems
- P15 record accurately the details of risks to security or safety, or other suspicious situations, in line with organisational requirements and within required timescales
- P16 maintain your own health, safety and welfare at all times while responding to breaches of security

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Knowledge and understanding

You need to know and understand:

Manage your personal security and safety

- K1 current organisational requirements and procedures for dealing with adverse behaviour, and what actions you are permitted to take
- K2 legal requirements relating to dealing with adverse behaviour and how it affects you in your work
- K3 how to recognise and diffuse aggressive or abusive behaviour, through the use of both verbal and non-verbal language
- K4 when and how to use reasonable force effectively
- K5 who you should call for help when you need it and how to contact them
- K6 what details you should record relating to dealing with adverse behaviour
- K7 safe working practices relating to your job role

Contribute to maintaining the security of colleagues and premises

You need to know and understand:

- K8 current organisational requirements and procedures relating to monitoring security within your area of responsibility
- K9 your responsibility and procedures for responding to breaches in security or safety
- K10 the actions that you could take, and the limits of your responsibility and authority in responding to breaches of security
- K11 the types of help available towards dealing with incidents of security, and how to access these
- K12 record keeping requirements within your organisation relating to reporting incidents of breaches of security

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Developed by Skills for Justice

Version number 2

Date approved January 2013

Indicative review date January 2018

Validity Current

Status Original

Originating organisation Skills for Justice

Original URN SFJ AG1

Relevant occupations Youth Offending Team Officer; Youth Offending Team Worker; Youth Justice Officer; Youth Justice Practitioner; Senior Youth Offending Team Officer; Senior Youth Offending Team Worker; Senior Youth Justice Practitioner; Youth Offending Team Manager; Youth Justice Manager

Suite Youth Justice; Resettlement of Offenders

Key words Personal security; safety; security of others
