

SFJNAG1V2

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



Overview

This unit 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 unit is recommended for all caseworkers 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 own personal security and safety

You must be able to:

- P1 identify signs of aggressive, anti-social or criminal behaviour promptly and correctly amongst those personnel with whom you are dealing
- P2 respond promptly to adverse behaviour in a polite, professional and calming manner
- P3 use non-threatening language and gestures to diffuse potential aggressive or abusive behaviour
- P4 take appropriate, prompt 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 to 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, when this is required
- P13 report faults, malfunctions or unacceptable performance in security equipment promptly to an appropriate person
- P14 take prompt 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 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 the main types of risk likely to be found within your area of responsibility and the principles involved when assessing such risks
- K3 legal requirements relating to dealing with adverse behaviour and how it affects you in your work
- K4 how to recognise and diffuse aggressive or abusive behaviour, through using both verbal and non-verbal language
- K5 when and how to use only reasonable force effectively when you need to
- K6 who you should call for help when you need it and how to contact them
- K7 what details you should record relating to dealing with adverse behaviour
- K8 safe working practices relating to your job role

Contribute to maintaining the security of colleagues and premises

You need to know and understand:

- K9 current organisational requirements and procedures relating to monitoring security within your area of responsibility
- K10 your responsibility and procedures for responding to breaches in security or safety
- K11 the actions that you could take, and the limits of your responsibility and authority in responding to breaches of security
- K12 the types of help available towards dealing with incidents of security, and how to access these
- K13 record keeping requirements within your organisation relating to reporting incidents of breaches of security

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Relevant occupations	Public Services; Government and Related Organisations; Public Service and Other Associate Professionals
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Suite	Caseworkers in the Justice Sector
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Key words	level of responsibility, threat, aggressive, calming, abusive
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