

HEALTHCARE SECURITY LEAD OFFICER



BLACKSTONE
CONSULTING, INC



REPORTS TO:
Security Supervisor



DEPARTMENT:
Healthcare Security

TOOLS



Communication
devices



Post
orders



Computer
and systems



Eyes, ears
and voice

WORKING CONDITIONS

Physical Demands



Ability to
restrain
individuals for
long periods of
time and move
individuals



Work in hazardous
areas (gases,
fumes, chemicals,
bodily fluids)
with protective
gear. Exposure to
weapons, violent
or infectious
persons, inclement
weather and loud
noises



Ability to
respond quickly
to run, sit, stand,
walk and climb
for long
periods of time



Ability to reach with
arms, stoop, kneel,
crouch, crawl and
grasp objects with
hands and fingers



Ability to lift
and move up to
75 pounds

Mental Demands



Ability to maintain
composure when
dealing with
high-pressure/
urgent situations



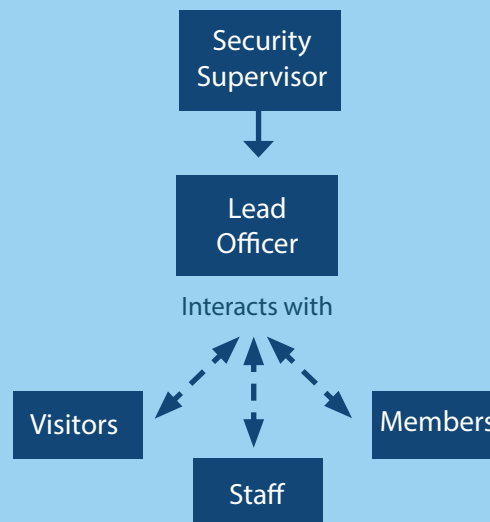
May see expired
bodies, read body
tags, and/or go to
the morgue

ABOUT ME

I am an experienced and passionate
Healthcare Security Lead Officer.

As a Healthcare Security Lead Officer,
I assist with the supervision and
training of the healthcare Security
Officers on duty to ensure full
coverage of posts.

I undertake the surveillance of our
customer's healthcare premises to
detect and prevent any suspicious
activities, assist in incidents of
disaster, report incidents, uphold
order, write detailed reports, and
provide customer service in a friendly
and professional manner.



MY FOCUS

"My main focus is to **lead** a team of
officers to ensure full post coverage,
identify any unusual behavior,
immediately **inform** all necessary parties,
and **protect** all assets and people
from harm."



QUALIFICATIONS

Education/Certifications

- High school diploma or GED
- Valid state driver's license or state issued identification card

Knowledge

- Security/healthcare
- Job duty responsibilities

Skills

- Supervision
- Ability to adapt
- Surveillance/observation skills
- Critical thinking/problem solving
- Emotional intelligence
- Computer proficiency (Microsoft Office suite)
- Customer service
- Time management

Requirements

- Ability to work overtime
- Reliable form of transportation
- Ability to drive (pending site requirements)
- Abide by member privacy laws
- Adhere to security licensing
- Ability to pass physical fitness test and employee health screening
- Maintain professional composure
- Ability to use N-95 Respirator

METRICS

Risk Management



Incident
management



Patrols and
security checks

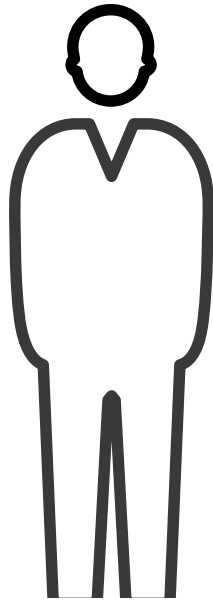
Quality Assurance



Response
time



Customer
service



SECURITY BASICS	RISK MANAGEMENT	COMMUNICATION	SERVICE DELIVERY	LEADERSHIP
Knowledge of healthcare operations and care delivery environments	Risk assessment & mitigation	Written and verbal communication skills	Professionalism	Fosters teamwork
Security procedures and operations expertise	Time management and organization skills	Ability to influence stakeholders	Training, planning and organizing	Collaborative with facility stakeholders
Knowledge of facility and department heads	Relationship management	Customer service oriented	Supervision of people performance	Emotional intelligence
Business and organizational acumen	Situational awareness	Ability to listen accurately and thoroughly	Incident management	Adaptable

RESPONSIBILITIES

Observe

- Observe and remain vigilant for signs of crime, disorder, hazards, or anything unusual/unsafe
- Observe for trespassers/violators, and detain, if necessary
- Observe for infractions of the customer's policies and procedures

Protect

- Protect the customer's facility, staff, members, and visitors from injury or loss due to incidents/emergencies, and enforce building rules
- Protect evidence, secure scene, and direct people in the event of incidents
- Verbally and physically de-escalate members/visitors

Maintain

- Maintain Lost and Found log
- Maintain and display good public relations skills during interactions
- Maintain compliance with local, state, and federal regulations
- Maintain and deliver customer mail/messages, if needed

Patrol

- Patrol and complete inspection tours of the facility on foot or in vehicle
- Check protection devices and fire control equipment
- Assist in crowd control, access control, and escorts

Communicate

- Communicate in a courteous, respectful, and pleasant manner to the security team, customer, visitors, and members
- Present a professional image of BCI, the customer and Security Department
- Contact the Police or Fire Department, when appropriate

Learn

- Learn the security and healthcare operations, procedures, and codes
- Learn age-related patient care
- Learn and adhere to the company policies and procedures
- Learn and follow the post orders
- Learn proper equipment safety

Lead

- Plan, assign, and direct the Security Officers in daily job duties
- Ensure full post coverage
- Evaluate and document Security Officers' performance, and manage accuracy of their reports
- Lead training for the Security Officers

Respond

- Respond to/assist in routine and emergency incidents, such as: fire, restraining members/visitors, bomb threats, flooding, active assailant, and elevator issues
- Respond to traffic control duties, set-up barriers/signage, fire/alarm, and code response, or misc. duties

Report

- Produce high-quality, detailed, and accurate Security Incident Reports (SIR)
- Prepare daily payroll sign-in-sheets, and forwards to Manager for review
- Complete Shift Activity Reports (SAR), and/or other local reports by hand, or with a reporting system