

HEALTHCARE SECURITY SUPERVISOR



BLACKSTONE
CONSULTING, INC



REPORTS TO:
Security Manager



DEPARTMENT:
Healthcare Security

TOOLS



Communication
devices



Plans and
reports



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



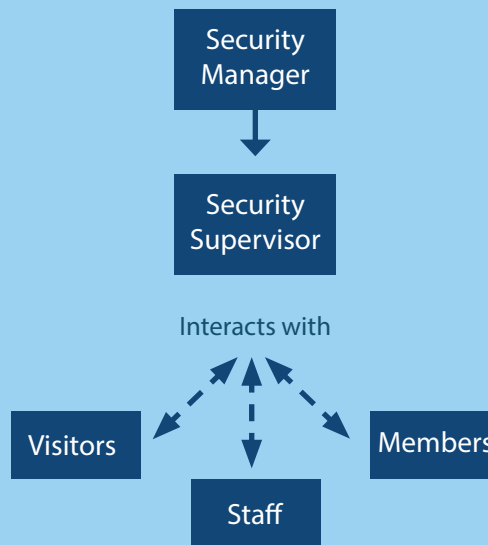
May see expired
bodies, read body
tags, and/or go to
the morgue

ABOUT ME

I am an experienced and passionate Healthcare Security Supervisor.

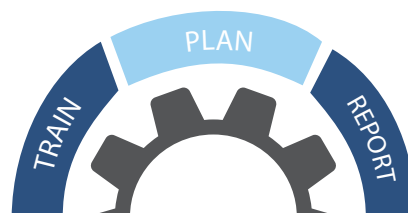
As a Healthcare Security Supervisor, I coach, develop, and lead the healthcare security staff, who provide safety at our customer's healthcare premises, including the protection of the staff, members, and visitors.

I oversee the healthcare security operations, as well as the supervision and training of the healthcare Security Officers to ensure full coverage of posts.



MY FOCUS

"My main focus is to **train** security staff on policies and procedures; **plan**, organize, and implement administrative or operational programs and procedures; and **report** consistently and accurately on operational items."



QUALIFICATIONS

Education/Certifications

- Associate's degree (or equivalent experience)
- Valid state driver's license or state issued identification card
- Obtain IAHS basic/advanced/Supervisor certification within six (6) months

Knowledge

- Security/healthcare
- Management
- Job duty responsibilities

Skills

- Emotional intelligence
- Computer proficiency (Microsoft Office suite, especially in Excel)
- Customer service
- Ability to adapt
- Time management

Requirements

- Ability 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



Identify and
mitigate risks

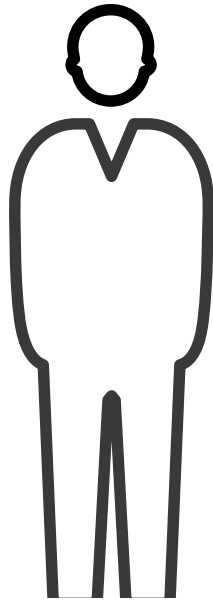
Leadership



Team efficiency
and productivity



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	Training, planning and organizing	Fosters teamwork
Security procedures and operations expertise	Project execution and management skills	Ability to influence stakeholders	Development of others	Conflict resolution
Knowledge of facility and department heads	Relationship management	Facilitation skills	Problem solving	Emotional intelligence
Business and organizational acumen	Decision making and objectivity skills	Ability to provide constructive feedback	Supervision of employee performance	Adaptable

RESPONSIBILITIES

Observe

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

Protect

- Protect the customer's facility, staff, members, and visitors from injury or loss due to incidents/emergencies
- Fulfill the responsibilities, qualifications and competencies of a Security Officer, Supervisor or Manager, when needed
- Verbally and physically de-escalate members/visitors

Maintain

- Maintain and display good public relations skills during interactions
- Maintain compliance with local, state, and federal regulations
- Maintain logs and files
- Check protection devices, and fire control equipment often

Supervise

- Quickly respond to emergencies/incidents/alarms, and dispatch the security personnel
- Train, plan, assign, direct, supervise, and develop the staff members' work
- Evaluate and document staff members' performance

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
- Build relationships and work with appropriate facility personnel

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

Manage

- Plan, organize, train, and implement the administrative, operational/facility-specific programs, procedures, and policies
- Manage/organize admin items, such as: email requests, forms/file updates, calls, and in-person meetings

Respond

- Immediately respond to/assist in routine and emergency incidents
- Participate in frequent meetings and security/hospital huddles
- Analyze and identify risks and gaps; plan and implement effective countermeasures

Report

- Manage the quality and accuracy of the security reports
- Prepare and submit high-quality and detailed reports by hand, or with a reporting system