

# HEALTHCARE SOC SUPERVISOR



BLACKSTONE CONSULTING, INC



REPORTS TO:  
Security Manager



DEPARTMENT:  
Healthcare Security

## TOOLS



Communication devices



Plans and reports



SOC equipment/systems



Command center

## 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

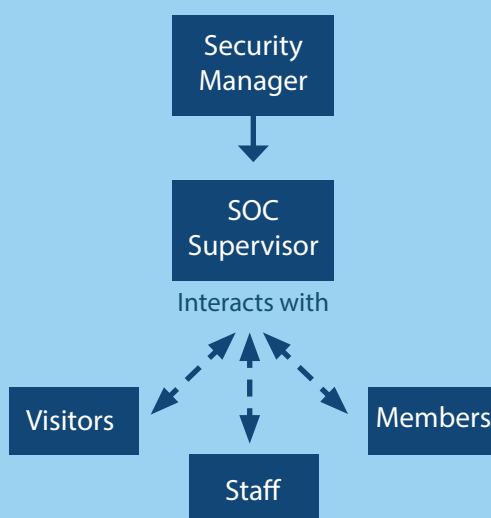


May see expired bodies, read body tags, and/or go to the morgue

## ABOUT ME

I am an experienced and passionate Healthcare Security Operations Center (SOC) Supervisor.

As a Healthcare SOC Supervisor, I manage and administer the operations of the Security Operations Center; manage the activities of a team of specialists (including training, supervising, and assigning post coverage); and supervise the Security Operations Central Command or Technology Monitoring Center. I regularly audit the SOC systems and create accurate and useful reports.



## MY FOCUS

"My main focus is to **supervise** the SOC Specialists and the SOC Command Center; frequently **audit** the SOC equipment and systems; and **support** the Security Manager in administrative, systems, operational tasks, and projects."



## QUALIFICATIONS

### Education/Certifications

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

### Knowledge

- Security/healthcare Management
- Emergency codes/facility areas (ability to teach this as well)

### Skills

- Ability to adapt
- Time management
- Emotional intelligence
- Customer service
- Critical thinking/problem solving
- Computer proficiency (Microsoft Office suite)
- Technical support/troubleshooting
- Attention to detail

### 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



Identify and mitigate risks

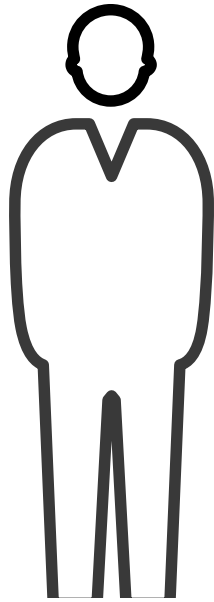
### Leadership



Team efficiency and productivity



Customer service



SECURITY BASICS	RISK MANAGEMENT	COMMUNICATION	SERVICE DELIVERY	LEADERSHIP
Knowledge of healthcare operations and care delivery environments	System management	Written and verbal communication skills	Training, planning and organizing	Fosters teamwork
Security procedures and operations expertise	Project and time management skills	Ability to influence stakeholders	System implementation	Conflict resolution
Knowledge of facility and department heads	Relationship management	Ability to listen accurately and thoroughly	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 customer's policies and procedures
- Observe and remain vigilant for signs of crime, disorder, hazards, or anything unusual/unsafe, notify appropriate parties (external and internal), and implement effective countermeasures

## Protect

- Protect the customer's facility, staff, members, and visitors from injury or loss due to incidents/emergencies
- If needed, fulfill the responsibilities, qualifications, and competencies of a Healthcare SOC Officer or Security Manager

## Maintain

- Maintain and display good public relations skills during interactions
- Maintain compliance with local, state, and federal regulations
- Maintain logs and files
- Complete frequent audits of the security systems/equipment

## Supervise

- Quickly respond to emergencies/incidents/alarms, and dispatch security personnel
- Train, plan, assign, direct, supervise, and develop 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 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 administrative, operational, and facility-specific programs, procedures, and policies
- Manage/organize admin items, such as: email requests, forms/file updates, calls, and in-person meetings

## Respond

- Respond to/assist in routine and emergency incidents, assist in restraining combative members/visitors, bomb threats, flooding, active assailant, elevator issues, and other incidents
- Immediately and properly respond to all alarm codes, notify and/or dispatch appropriate individuals

## Report

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