

HEALTHCARE EMERGENCY DEPARTMENT SPECIALIST



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



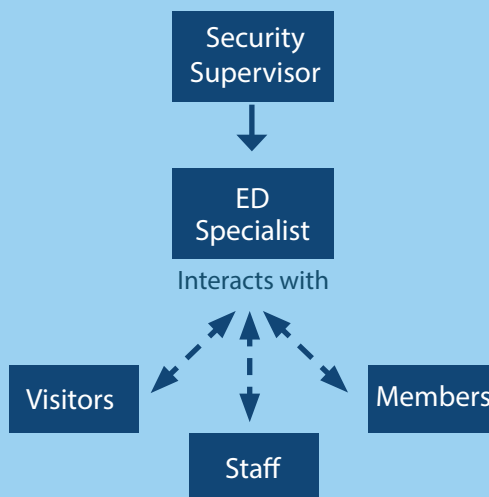
May see expired
bodies, read body
tags, and/or go to
the morgue

ABOUT ME

I am an experienced and passionate Healthcare Security Emergency Department (ED) Specialist.

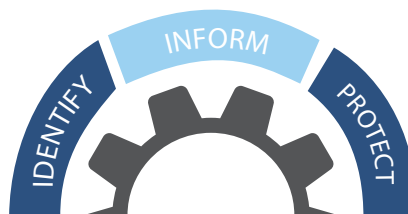
As a Healthcare Security ED Specialist, I am highly trained and experienced, specializing in the Emergency Department operations, and procedures.

I observe, detect and mitigate risks at the customer's healthcare facility to ensure the protection of staff, members, and visitors, while providing customer service in a friendly and professional manner. I am especially trained to deal with aggressive and combative individuals with de-escalation skills.



MY FOCUS

"My main focus is to constantly **observe** my environment to **identify** any unusual behavior, and immediately **inform** all necessary parties to **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
- Obtain IAHSS basic/advanced certification within six (6) months

Knowledge

- Security/healthcare
- Job duty responsibilities

Skills

- Surveillance/observation
- Report writing
- Emotional intelligence
- Computer proficiency (Microsoft Office suite, especially in Excel)
- Customer service
- Ability to adapt
- Time management
- Critical thinking/problem solving

Requirements

- Ability to work overtime
- Reliable form of transportation
- Ability to drive (pending site requirements)
- Abide by member privacy laws
- Pass advanced Emergency Department trainings
- 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

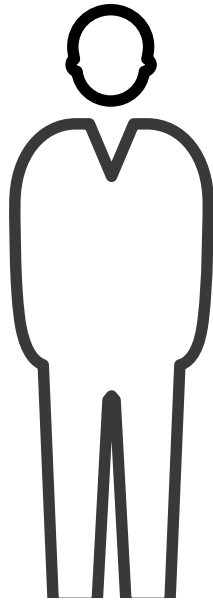
Quality Assurance



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	Decision making skills
Security procedures and operations expertise	Time management and organization skills	Ability to influence stakeholders	Responsive and dependable	Collaborative with facility stakeholders
Knowledge of facility and department heads	Relationship management	Customer service oriented	Patrols with intention	Emotional intelligence
Business and organizational acumen	Knowledge of access control	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

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 safety escorts

Monitor

- Monitor and control access of facility building entrances and vehicle gates (including remote entrances with closed circuit television)
- Monitor/enforce building rules
- Operate remote access devices

Protect

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

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

Respond

- Respond to/assist in routine and emergency incidents, such as: fire, restraining combative 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

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's mail/messages, when needed

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

Report

- Report any suspicious/unusual behavior or hazards
- Produce high-quality, detailed, and accurate Security Incident Reports (SIR)
- Complete Shift Activity Reports (SAR) and/or other local reports by hand, or with a reporting system