

HEALTHCARE SECURITY TRAINING MANAGER



REPORTS TO:
Security Manager

DEPARTMENT:
Healthcare Security

TOOLS



Regulatory documents



Training materials



Computer and PPT



Facilitation methods

WORKING CONDITIONS

Physical Demands

(may experience and/or instruct staff)



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

(may experience and/or instruct staff)



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



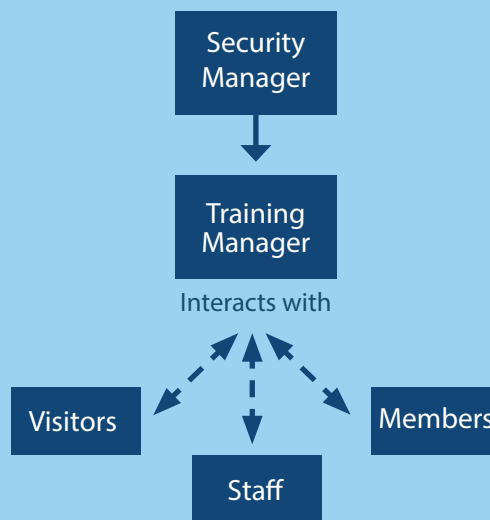
May see expired bodies, read body tags, and/or go to the morgue

ABOUT ME

I am an experienced and passionate Healthcare Security Training Manager.

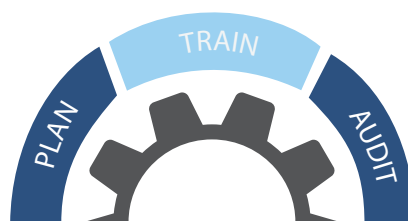
As a Healthcare Security Training Manager, I plan, coordinate and deliver training and staff development programs in assigned healthcare facilities for Security Officers, Supervisors, and other employees.

My goal is to properly train the staff to ensure the physical, personal security, and safety of the facility's staff, members, and visitors.



MY FOCUS

"My main focus is to **plan and organize training programs, policies, training schedules, train staff** in all security subjects that meet legal and contractual requirements; and frequently conduct an **audit** on all staff compliance items."



QUALIFICATIONS

Education/Certifications

- Bachelor's degree (or equivalent experience)
- Valid state driver's license or state issued identification card
- Obtain all required certification within six (6) months: IAHS basic/advanced/Supervisor, CPI, FRO, MOAB, AVADE and ED operations

Knowledge

- Security/healthcare
- Training/instructor
- Job duty responsibilities

Skills

- Planning and research
- Critical thinking/problem solving
- Ability to adapt
- Training and knowledge transfer
- Emotional intelligence
- Computer proficiency (Microsoft Office suite)
- Customer service
- Time management

Requirements

- Reliable form of transportation
- Ability to drive (pending site requirements)
- Ability to travel frequently
- Adhere to security licensing
- Prioritize a high work load
- Maintain professional composure
- Ability to use N-95 Respirator
- Ability to pass physical fitness test and employee health screening

METRICS

Compliance



of trainings completed



% Compliance

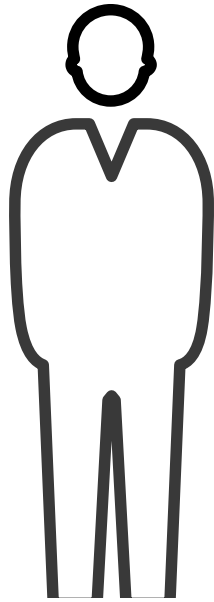
End-User Training Experience



Instructor performance



End-user satisfaction



SECURITY BASICS	RISK MANAGEMENT	COMMUNICATION	SERVICE DELIVERY	LEADERSHIP
Knowledge of healthcare operations and care delivery environments	Knowledge of regulatory and contractual requirements	Written and verbal communication skills	Professionalism	Ability to manage change
Security procedures and operations expertise	Knowledge of best practice security standards	Ability to provide constructive feedback	Planning and organizing	Fosters group learning
Knowledge of facility and department heads	Ability to measure and assess staff training needs	Presentation and facilitation skills	Recognition of different learning styles & formats	Innovative thinking
Business and organizational acumen	Relationship management	Ability to listen accurately and thoroughly	Ability to prioritize and multi-task	Adaptable

RESPONSIBILITIES

Design

- Design, plan, organize and implement training programs, policies and training schedules for staff on common and specialized security subjects in accordance with all legal, contractual and company mandated requirements

Train

- Present training materials and information using a variety of instructional techniques, such as role-playing, simulations, team exercises, lectures, computer-based or through other creative avenues

Manage

- Evaluate training materials, modes of training delivery, and training content, and amend and revise programs as necessary, to adapt to the changes in work environment, identified gaps, or new regulations
- Set and help achieve training goals

Develop

- Organize and develop training manuals, reference library, testing and evaluation procedures, multimedia visual aids, and other educational materials
- Develop new training content/materials and modes of delivery, as needed

Communicate

- Communicate in a courteous, respectful and pleasant manner to Security team, the customer, visitors, and members
- Present a professional image of BCI, Customer and Security Department
- Build relationships and work closely with facility personnel/management

Audit

- Perform regular compliance audits
- Analyze training/audit data and if gaps/issues identified, implement effective countermeasures
- Research and remain current in all federal and state-wide mandated training requirements

Maintain

- Maintain and display good public relations skills during interactions
- Maintain compliance with local, state and federal regulations
- Maintain training and compliance records for all officers in all regions per state, local and contractual guidelines

Learn

- Learn security and healthcare terms, operations and procedures
- Learn age-related member care
- Learn and adhere to company policies and procedures
- Learn facility departments/codes
- Learn local and state regulations

Report

- Analyze data and prepare any training reports that are requested
- Prepare statistical reports to evaluate performance of training activities and instructors, and to monitor progress of trainees
- Report on audit findings