

HEALTHCARE SECURITY MANAGER



BLACKSTONE CONSULTING, INC



REPORTS TO:
Branch Manager/Security Director



DEPARTMENT:
Healthcare Security

TOOLS



Relationship management



Benchmarking and reporting



Computer and systems



Strategic planning

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

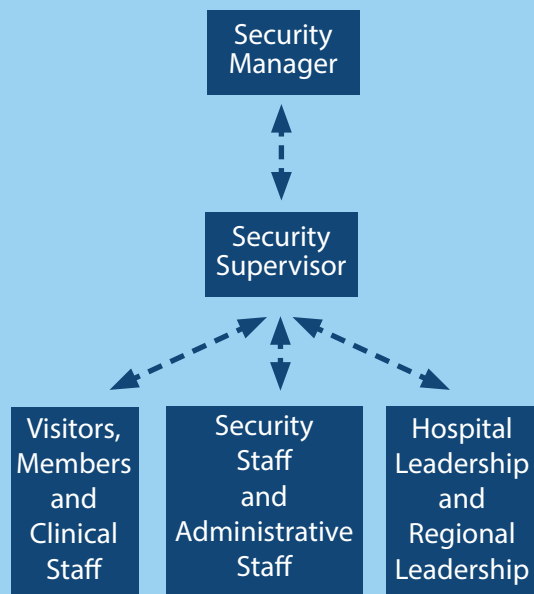


May see expired bodies, read body tags, and/or go to the morgue

ABOUT ME

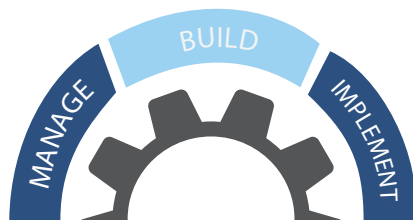
I am an experienced and passionate Healthcare Security Manager.

As a Healthcare Security Manager, I perform a variety of functions, including: managing the security services and related operations provided to an assigned account; supervise Security Officers, Supervisors, and Assistant Security Manager; and assist with the functions of physical, personal security, and safety measures of the staff, members, and visitors at the healthcare facility.



MY FOCUS

"My main focus is to lead my facility's security operations: **manage** perceptions of security and safety; analyze incident trends; find and mitigate risks; **build** data driven business cases; inspire, train, and motivate my teams; and **implement** administrative and operational programs."



QUALIFICATIONS

Education/Certifications

- Bachelor's degree, master's degree preferred (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
- Investigations/intelligence practices

Skills

- Analytical/data management
- Strategic business planning
- Financial/budget management
- Surveillance skills to identify risks
- Leadership development
- Emotional intelligence
- Computer proficiency (Microsoft Office suite)
- Customer service
- Ability to adapt
- Time management

Requirements

- Maintain professional composure
- Ability to drive (pending site requirements)
- Organizational curiosity and learning agility
- Ability to communicate in a way that builds trust and shows integrity, humility, and courage
- Adhere to security licensing
- Ability to pass physical fitness test and employee health screening

METRICS

Risk Management



Customer satisfaction



Identify and mitigate risks

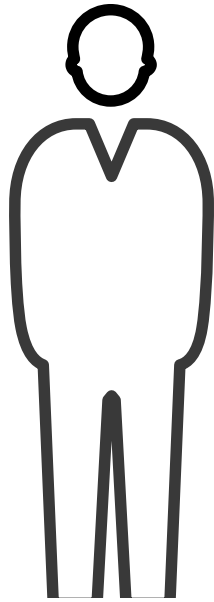
Leadership



Team efficiency and productivity



Customer service



SECURITY BASICS	RISK MANAGEMENT	COMMUNICATION	SERVICE DELIVERY	LEADERSHIP
Knowledge of healthcare operations, systems and care delivery	Project management skills	Written and verbal communication skills	Process management and organizational design	Self aware and self confident
Expertise in Security procedures, operations and compliance	Risk analysis and data interpretation skills	Ability to influence stakeholders	Contract management	Decision making skills
Knowledge of facility and department heads	Risk assessment & mitigation	Presentation and facilitation skills	Ability to prioritize and multi-task	Ability to empower others and build community
Business and organizational acumen	Awareness of emerging issues and forward thinking	Relationship management	Business continuity and strategic orientation	Adaptable

RESPONSIBILITIES

Plan

- Act as a site liaison; and plan region's security activities and operations with a global mindset
- Use statistical, economic, financial methods, and metrics to set goals
- Measure the team and departmental performances
- Manage uniforms

Oversee

- Oversee the quality control of the regional account management
- Prepare and develop post orders, staff schedules, budgets, billing, and payroll
- Lead frequent meetings, such as healthcare/security huddles, and 1:1's

Maintain

- Maintain and display good public relations skills during interactions
- Maintain compliance with local, state, and federal regulations
- Maintain high caliber staff with recruitment, orientation, training, and development

Manage

- Ensure staff members are highly trained, knowledgeable of healthcare security, and job duties
- Manage succession plan and team development
- Evaluate and document staff performance; issue performance reviews, and corrective action plans

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 the Security Department
- Build and manage relationships/network with the team and customer

Learn

- Learn healthcare security terms, codes, departments, systems, environmental design, safety management, regulatory and legal requirements, operations, human resources, policies, and procedures
- Learn and adhere to the company policies and procedures

Implement

- Plan, organize, train, and implement administrative, operational, and facility-specific programs, procedures, and policies
- Prepare, update, oversee, and implement annual site assessments, site audits, and security management plans

Respond

- When needed, fulfill job duties and qualifications of a Security Officer or Supervisor
- Analyze and identify risks, gaps, and implement countermeasures
- Apply complex concepts, develop creative solutions, and drive innovation

Report

- Prepare and submit high-quality, detailed, and accurate reports by hand, or with a reporting system
- Track and use security data to inform business planning strategies, make recommendations, write business cases, monitor, and escalate risks and trends