

HEALTHCARE ADMINISTRATIVE SPECIALIST



BLACKSTONE CONSULTING, INC



REPORTS TO:
Security Manager



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

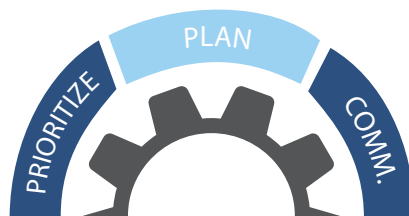
I am an experienced and passionate Healthcare Administrative Specialist.

As a Healthcare Administrative Specialist, I perform a variety of administrative functions, including: processing access badges/photo IDs, inputting incident reports, record keeping, filing, phone, and in-person reception, compilation of data for reports, monitoring personnel compliance, data entry, payroll, lost and found, parking permits, handling cash funds, paperwork, and other tasks.



MY FOCUS

"My main focus is to **prioritize** all of my administrative tasks by importance, **plan** my tasks out ahead of time, and to quickly **communicate** out important information to the appropriate parties."



QUALIFICATIONS

Education/Certifications

- Bachelor's degree (or equivalent experience)
- Valid state driver's license or state issued identification card
- Microsoft Office certification

Knowledge

- Security/healthcare
- Office operations
- Job duty responsibilities

Skills

- Emotional intelligence
- Computer proficiency
- Customer service
- Ability to adapt
- Time management
- Critical thinking/problem solving

Requirements

- Ability to work overtime
- Prioritize high volume of work
- 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
- Able to use N-95 Respirator

METRICS

Efficiency



of items processed



Accuracy of items

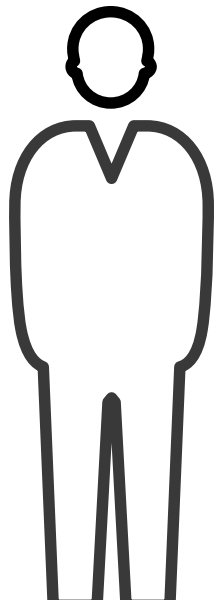
Quality



Response time



Customer service



SECURITY BASICS	RISK MANAGEMENT	COMMUNICATION	SERVICE DELIVERY	LEADERSHIP
Knowledge of healthcare operations and care delivery environments	Project execution	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	Attention to detail	Adaptable
Business and organizational acumen	Knowledge of access control	Ability to listen accurately and thoroughly	Knowledge of administrative systems	Accountable

RESPONSIBILITIES

Process

- Process access badges, photo IDs, and parking permits
- Input scheduling, payroll, timesheet data into an automated resource system, and reconcile all payroll entries with the Security Invoice Reconciliation Tracking System (SIRTs), and Shift Activity Reports (SAR)

Protect

- If needed, fulfill the responsibilities, qualifications, and competencies of a Healthcare Security Officer, including: access control, monitor entrances and exits, prepare and submit reports, watch for signs of crime or hazards, operate remote access devices, and report any suspicious/unusual behavior

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 monitor personnel compliance files

Prioritize

- Prioritize and perform a variety of office administrative functions, such as: prepare correspondence, process mail, data entry, scheduling meetings, telephone and in-person reception, handle cash funds, paperwork, filing, and ad-hoc tasks

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
- Quickly communicate messages to appropriate parties

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 proper equipment safety

Prepare

- Prepare reconciliation to verify employee hours worked to contract requirements
- Review and redistribute all incident reports, compliance paperwork, internal applications, and uniform requests to appropriate person/department

Respond

- If filing in for Security Officer, respond to and assist in routine and emergency incidents: fire, assist in de-escalating members/visitors, bomb threats, flooding, active assailant, elevator issues, fire/alarm/code response, and other incidents
- Follow-up on all outstanding tasks

Report

- Accurately compile data for reports, and create reports
- Conduct basic analysis of data sets, and support the creation of the monthly security briefings
- Input incident reports or any other required reports into the system