

# HEALTHCARE SENIOR SECURITY SUPERVISOR



BLACKSTONE  
CONSULTING, INC



REPORTS TO:  
Security Manager



DEPARTMENT:  
Healthcare Security

## TOOLS



Communication  
devices



Plans and  
reports



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



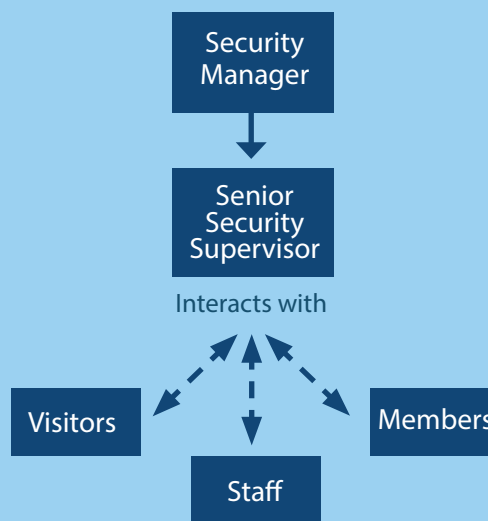
May see expired  
bodies, read body  
tags, and/or go to  
the morgue

## ABOUT ME

I am an experienced and passionate Healthcare Senior Security Supervisor.

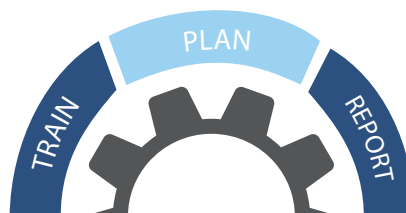
As a Healthcare Senior Security Supervisor, I coach, develop, and lead the healthcare security staff, including the Security Supervisors, who provide safety at our customer's healthcare premises; and the protection of the staff, members, and visitors.

I have expertise in risk management and oversee the healthcare security operations, as well as the supervision of the shift Security Supervisor(s).



## MY FOCUS

"My main focus is to **train** security staff on policies and procedures, **plan**, organize, and implement administrative or operational programs and procedures; and **report** consistently and accurately on operational items."



## QUALIFICATIONS

### Education/Certifications

- Bachelor's degree (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
- Job duty responsibilities

### Skills

- Emotional intelligence
- Computer proficiency (Microsoft Office suite)
- 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
- 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

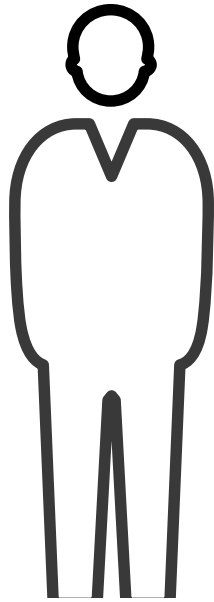
### Leadership



Team efficiency  
and productivity



Customer  
service



SECURITY BASICS	RISK MANAGEMENT	COMMUNICATION	SERVICE DELIVERY	LEADERSHIP
Knowledge of healthcare operations and care delivery environments	Risk assessment & mitigation	Written and verbal communication skills	Training, planning and organizing	Fosters teamwork
Security procedures and operations expertise	Project execution and management skills	Ability to influence stakeholders	Operational management	Conflict resolution
Knowledge of facility and department heads	Relationship management	Facilitation skills	Strategic planning	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 the customer's policies and procedures
- Observe and remain vigilant for signs of crime, disorder, hazards, or anything unusual/unsafe

## Protect

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

## Maintain

- Maintain and display good public relations skills during interactions
- Maintain compliance with local, state, and federal regulations
- Maintain logs and files
- Check protection devices, and fire control equipment often

## Supervise

- Quickly respond to emergencies/incidents/alarms, and dispatch the security personnel
- Train, plan, assign, direct, supervise, and develop the staff members' work (including Supervisors), evaluate and document performance

## Report

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

## 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

## Manage

- Plan, organize, train, and implement the administrative, operational/facility-specific programs, procedures, and policies
- Assist the Security Manager in systems-administrative tasks, including budgets, email, calls, forms/file updates, or any other tasks

## Respond

- Immediately respond to/assist in routine and emergency incidents
- Participate in frequent meetings and security/hospital huddles
- Analyze and identify risks and gaps; plan and implement effective countermeasures

## 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