

HEALTHCARE SOC SPECIALIST



BLACKSTONE
CONSULTING, INC



REPORTS TO:
SOC Supervisor



DEPARTMENT:
Healthcare Security

TOOLS



Communication
devices



Post
orders



SOC equipment/
systems



Command
center

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

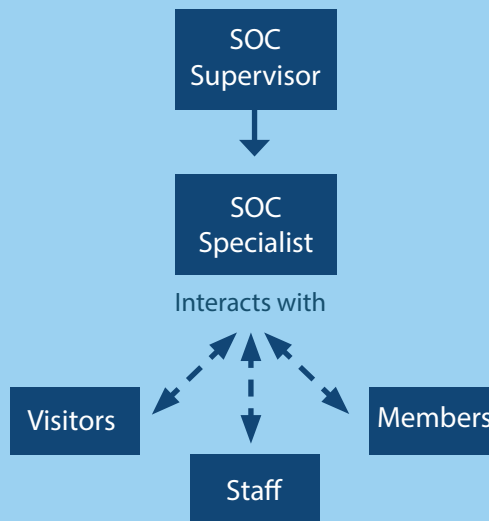


May see expired
bodies, read body
tags, and/or go to
the morgue

ABOUT ME

I am an experienced and passionate Healthcare Security Operations Center (SOC) Specialist.

As a Healthcare SOC Specialist, I answer telephones and dispatch healthcare security personnel accordingly, observe for signs of crime or disorder, monitor video recording devices, document incidents in reports, and provide information quickly and accurately to the appropriate individuals to ensure a safe and secure environment.



MY FOCUS

"My main focus is to constantly **monitor** the SOC equipment and systems for unusual behavior/hazards; **respond** accordingly to each situation; and notify the appropriate parties in order 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 Security Operations Center certification

Knowledge

- Security/healthcare
- Job duty responsibilities
- Emergency codes/facility areas

Skills

- Surveillance/observation
- Verbal and written communication
- Emotional intelligence
- Computer proficiency (Microsoft Office suite)
- Customer service
- Ability to adapt
- Time management
- Critical thinking/problem solving

Requirements

- Ability to work overtime
- Ability to handle 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
- Ability to use N-95 Respirator

METRICS

Risk Management



Incident
management



Identify and
mitigate risks

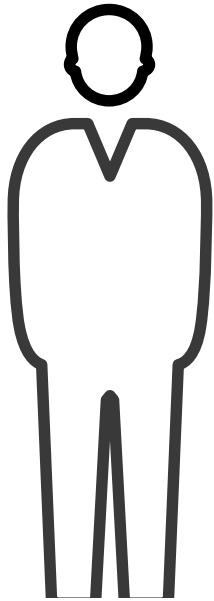
Quality Assurance



Response
time



Customer
service



SECURITY BASICS	RISK MANAGEMENT	COMMUNICATION	SERVICE DELIVERY	LEADERSHIP
Knowledge of healthcare operations and care delivery environments	System management	Written and verbal communication skills	Professionalism	Decision making skills
Security procedures and operations expertise	Project execution and time management skills	Ability to influence stakeholders	Attention to detail	Independent
Knowledge of facility and department heads	Solution oriented	Customer service oriented	Knowledge of security systems	Emotional intelligence
Business and organizational acumen	Situational awareness	Ability to listen accurately and thoroughly	Ability to prioritize and multi-task	Adaptable

RESPONSIBILITIES

Observe

- Observe and remain vigilant for signs of crime, disorder, hazards, or anything unusual/unsafe
- Observe for infractions of the customer's policies and procedures
- Check windows, doors, outgoing parcels, and fire equipment

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

Maintain

- Maintain and display good public relations skills during interactions
- Maintain compliance with local, state, and federal regulations
- Maintain Lost and Found log
- Back-up, document, and maintain critical database(s)

Lead

- Respond quickly to emergency/incident calls, and dispatch security personnel
- Manage logistical support projects/ collect statistical reporting data
- Coordinate incident and service request responses

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
- Contact the Police or Fire department, when appropriate

Learn

- Learn 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

Monitor

- Monitor and control the access of facility building's entrances/gates
- Monitor alarm systems, cameras, and radio systems in the service area
- Ensure that system testing programs, inventory, and repair status records are compliant
- Operate remote access devices

Respond

- Respond to/assist in routine and emergency incidents, assist in restraining combative members/visitors, bomb threats, flooding, active assault, elevator issues, and other incidents
- Immediately and properly respond to all alarm codes and notify, and/or dispatch, appropriate individuals

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