

HEALTHCARE ASSISTANT SECURITY MANAGER



BLACKSTONE CONSULTING, INC



REPORTS TO:
Security Manager



DEPARTMENT:
Healthcare Security

TOOLS



Communication devices



Post orders 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



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

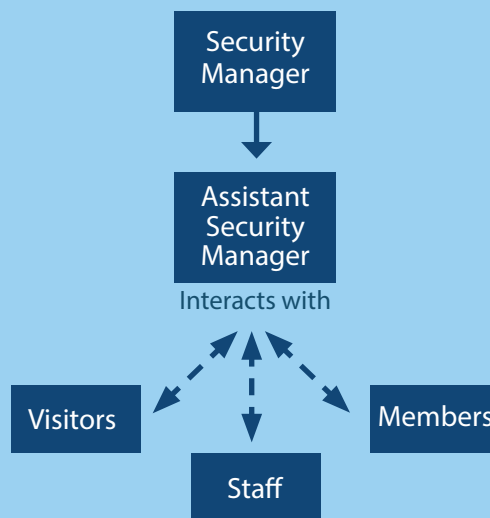


May see expired bodies, read body tags, and/or go to the morgue

ABOUT ME

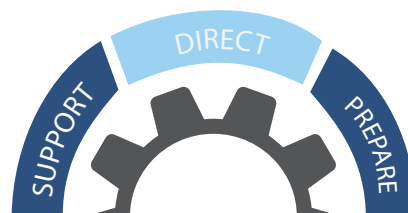
I am an experienced and passionate Healthcare Assistant Security Manager.

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



MY FOCUS

"My main focus is to **support** the Security Manager with planning, organizing, and implementing administrative and operational programs; **direct staff and operations at assigned sites**; and **prepare** reports, audits, and program plans."



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, especially in Excel)
- Customer service
- Ability to adapt
- Time management
- Critical thinking/problem solving

Requirements

- 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



Customer satisfaction



Identify and mitigate risks

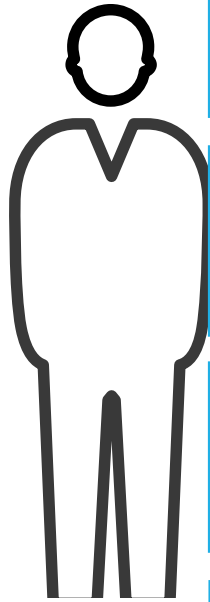
Leadership



Team efficiency and productivity



Customer service



SECURITY BASICS	RISK MANAGEMENT	COMMUNICATION	SERVICE DELIVERY	LEADERSHIP
Knowledge of healthcare operations and care delivery environments	Project execution and management skills	Written and verbal communication skills	Delegation and program management	Ability to manage change
Security procedures and operations expertise	Risk assessment & mitigation	Ability to influence stakeholders	Supervision of employee performance	Decision making skills
Knowledge of facility and department heads	Risk analysis and data interpretation skills	Presentation and business case development skills	Ability to prioritize and multi-task	Ability to empower others and build community
Business and organizational acumen	Relationship management	Ability to listen accurately and thoroughly	Business continuity and strategic planning	Adaptable

RESPONSIBILITIES

Plan

- Assist the Security Manager to act as site liaison, and plan entire assigned site's operations and security services, including: customer service, problem resolution, service enhancement, threat assessments, and uniform management

Lead

- Assign and direct staff work
- Assist the Security Manager to evaluate and document staff performance as needed; issue performance reviews, and corrective action plans
- Lead frequent meetings, such as healthcare/security huddles

Manage

- Assist the Security Manager to plan, organize, train, and implement administrative, operational, and facility-specific programs, procedures, and policies
- Support regional account management

Prepare

- Assist the Security Manager to prepare, update, oversee, and implement annual site assessment, site audits, and security management plans
- Assist the Security Manager to prepare and develop post orders, staff schedules, budgets, billing, payroll, and financial reconciliations

Communicate

- Communicate in a courteous, respectful, and pleasant manner to the security team, the customer, visitors, and members
- Present a professional image of BCI, the customer, and Security Department
- Build and manage relationships/network with the team and customer

Respond

- When needed, fulfill job duties and qualifications of a Security Officer or Supervisor, and Manager
- Analyze and identify risks, gaps, and implement countermeasures

Maintain

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

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

Report

- Assist the Security Manager to prepare and submit high-quality, detailed, and accurate reports by hand, or with a reporting system
- Monitor, analyze, and report on security data and metrics; and make recommendations with the data