

HEALTHCARE SECURITY OFFICER



BLACKSTONE CONSULTING, INC



REPORTS TO:
Security Supervisor



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



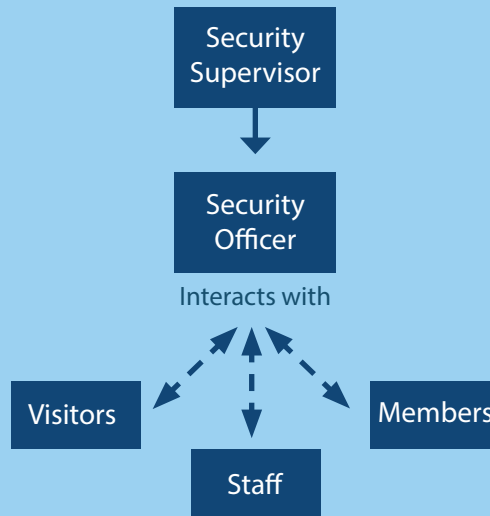
May see expired bodies, read body tags, and/or go to the morgue

ABOUT ME

I am an experienced and passionate Healthcare Security Officer.

As a Healthcare Security Officer, I am responsible for the surveillance of our customer's healthcare premises, and the protection of the staff, members and visitors.

I detect and prevent any suspicious activities, and assist in incidents of disaster. I observe and report incidents, uphold order, write detailed reports, and provide customer service in a friendly and professional manner.



MY FOCUS

"My main focus is to constantly **observe** my environment, to **analyze** all situations, unusual behavior, and immediately **escalate** to all necessary parties 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

Knowledge

- Security/healthcare experience
- Job duty responsibilities

Skills

- Surveillance/observation
- Report writing
- 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



Patrols and security checks

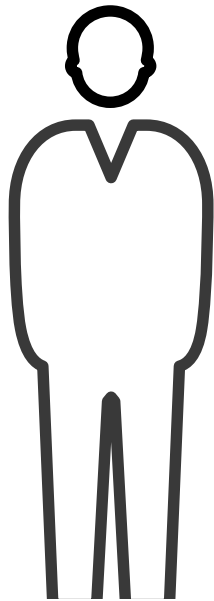
Quality Assurance



Response time



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	Professionalism	Sense of duty
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	Patrols with intention	Emotional intelligence
Business and organizational acumen	Situational awareness	Ability to listen accurately and thoroughly	Incident management	Adaptable

RESPONSIBILITIES

Observe

- Observe and remain vigilant for signs of crime, disorder, hazards, or anything unusual/unsafe
- Observe for trespassers/violators, and detain, if necessary
- Observe for infractions of the customer's policies and procedures

Patrol

- Patrol and complete inspection tours of the facility on foot or in vehicle
- Check protection devices and fire control equipment
- Assist in crowd control, access control, and safety escorts

Monitor

- Monitor and control access of facility building entrances and vehicle gates (including remote entrances with closed circuit television)
- Monitor/enforce building rules
- Operate remote access devices

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

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
- Contact the Police or Fire Department, when appropriate

Respond

- Respond to/assist in routine and emergency incidents, such as: fire, restraining combative members/visitors, bomb threats, flooding, active assailant, and elevator issues
- Respond to traffic control duties, set-up barriers/signage, fire/alarm, and code response, or misc. duties

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 deliver customer's mail/messages, when needed

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

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