**Job Description for Contract Security Officer at a Critical Access Hospital**

Purpose: To provide campus wide security and safety monitoring during duty times.

**JOB QUALIFICATION REQUIREMENTS:**

MANDATORY REQUIREMENTS: Must be 18 years or older. Knowledge of general security and safety. Good customer service and verbal communication skills. Equivalent to a high school education and over one (1) year of related experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform required duties. Must be able to understand and follow confidentiality rules and regulations of the hospital.

SPECIAL REQUIREMENTS/LICENSES: Must have or be able to certify through DPSST for unarmed security person.

DESIRABLE REQUIREMENTS: Previous security experience.

**PHYSICAL DEMANDS OF POSITION:** While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis, and may frequently require moving patients with others or mechanical assistance.

**WORKING CONDITIONS:** Usual hospital working environment. The noise level in the work area is typical of most hospital environments with telephones, personal interruptions, and background noises. Position requires working 12-hour shifts which may include nights, weekends, and holidays.

**SUPERVISION RECEIVED:** Works under the general supervision of the Director of Facilities.

**Essential Job Functions:**

* Have DPSST certification (per OR law) or be able to secure within 6 months.
* Frequently inspects the buildings to ensure security of entrances, departments and general public areas.
* Provide professional service and direction to patients and families presenting to ABC Hospital for after-hours care in the hospital.
* Complete security WIBR’s, door checks and other related reports.
* Provide additional personnel presence in the emergency department as directed by the nursing staff. Provide de-escalation support as situations require.
* Assist patients and family members to the emergency department waiting area or other appropriate areas. Coordinate with the Admitting and Nursing staff to ensure the emergency entrance is frequently monitored.
* Responsible for crowd control during a mass casualty or event which may bring numerous patients and non-patients to the hospital.
* Monitor cameras and respond to alarms related to facility related problems. Troubleshoot system issues as trained.
* Assist with the transport of patients between departments as needed.
* Assist in maintaining safety in the hospital (interior/exterior) which may include, snow removal, cleaning up spills, recognizing hazards and eliminating or reporting hazards to the appropriate persons in a timely manner.
* Assist in providing safety related training to night and evening staff and organizing night shift fire drills.
* Assist staff in other related duties as requested.
* Maintain cooperative working relationship with hospital staff, patients, other organizations, and the public to provide quality customer service.
* Maintain work areas in a clean, orderly and secure manner.
* Follow all safety rules and procedures for work areas.

***Note:*** One hospital in the WSI project hired their first security officer on a contract basis during the WSI project. The WPV Program coordinator worked with local law enforcement to review and develop the role of a security officer.

Lessons learned:

* Finding security personnel with experience in healthcare security was challenging.
* Several contract security companies were interviewed but finding one that would provide services in rural areas of Oregon was also challenging.
* Contract security personnel were hired initially to work evening/nightshifts and weekends. Due to the success of the security program the position will expand to 24/7 coverage.
* Contract security personnel attended all safety training and other relevant orientation provided to newly hired employees at the hospital. This provided contract personnel an opportunity to meet hospital employees and learn about the organizational culture and WPV program.
* Training on violence response protocols and role on the Code Grey response team was provided by the hospital.
* Contract security personnel are closely supervised by the WPV program coordinator/executive manager.