

**The Chambersburg Hospital
Competency Based Job Description**

Position Title: Security Officer	Department: Security
Dept Approval:	HR Approval:
Position Function: Performs security, emergency response, and organizational safety compliance responsibilities to provide for the safety and security of people—patients, staff, visitors and others; buildings; assets; and premises.	
Qualifications and Standards	
Education: H.S. Graduate or equivalency preferred; Formal training in security, law enforcement, and/or nonviolent crisis intervention is preferred. Bilingual desirable.	
Experience: Experience applying customer service behaviors and communication skills required. Experience in security, law enforcement, and/or nonviolent crisis intervention and healthcare or related industry experience preferred. Computer literate.	
Certifications/Licensure: International Association of Healthcare Safety and Security (IAHSS) or similar certification preferred. Driver's License required. CPR required. Non-Violent Crisis Intervention (NCI) required or must achieve within 6 months of hire.	
General Requirements	
<p>The following requirements are expected of all employees:</p> <p>Core Values: Integrity, Compassion, Excellence, Service</p> <p>Annual Health Screening with Infection Control and Blood Borne Pathogens Education</p> <p>Safety Awareness: Hospital Fire, Safety, and Disaster Procedures</p> <p>Confidentiality: Maintains Employee and Patient Confidentiality.</p> <p>Attendance: Regular attendance is an essential function of the position</p> <p>Leadership Standards:</p> <p>Character: Attitude, Integrity, Role Modeling</p> <p>Job Performance: Results Orientation, Customer Focus, Decision Making, Awareness</p> <p>Interpersonal Skills: Communication, Relationship-building, Team Player, Celebration</p> <p>Innovation: Breakthrough Thinking, Knowledge-Building/Sharing, Coaching/Empowering, System Vision & Management</p>	
<p>Physical and Mental Requirements: Classified as medium work by the <u>Dictionary of Occupational Titles</u>: May exert up to 20 - 50 pounds of force occasionally, and/or 10 – 20 pounds of force frequently, and/or greater than negligible (up to 10 pounds)force constantly to move objects.</p> <ul style="list-style-type: none"> • Walks up and down staircases and stands and walks on tile, linoleum, concrete and carpeted flooring. • Walks throughout facilities. • Sits occasionally on a hard or cushioned surface. 	

- Lifts up to 20 pounds to and from all levels (floor, waist, shoulder, overhead) occasionally.
- Carries up to 20 pounds occasionally for distances of up to 100 feet.
- Pushes/Pulls up to 50 pounds occasionally throughout the hospital.
- Bends, kneels and squats from an upright position to lower levels occasionally.
- Frequently reaches from side-to-side.
- Occasionally reaches above shoulder height.
- Twists from the waist on a frequent basis.
- Manual dexterity adequate for occasionally utilizing a computer keyboard, operate hand and foot controls on various equipment, and processing paperwork.
- Ability to adapt to simultaneous, multiple and varied stimuli
- Near-visual acuity necessary for deciphering fine print, viewing computer screens, and distinguishing color, sizes, and shapes.
- Auditory acuity adequate for hearing normal voice tones when not facing the individual and/or when muffled through a face mask, telephone conversation, intercom, overhead pages, fire alarms, etc.

Mental Demands—Possesses good general mental health.

- Works with limited supervision in a dynamic environment.
- Manages stress and works well under pressure while relating to staff and customers.
- Manages multiple projects, tasks, issues, etc., with varying degrees of priority.
- Communicates effectively and professionally in both verbal and written form.
- Demonstrates appropriate interpersonal skills for leading and interacting with staff and clinicians.
- Ability to speak, read, and write the English language.

Working Environment: While performing the duties of this job, the employee may be exposed to inclement weather, chemicals, fumes, or airborne particles. Possible exposure to patients with infectious diseases or to hazardous material, which may contain infectious agents. Gowns, goggles, etc. are provided in order to reduce risk of exposure. The noise level in the work environment may be noisy for brief periods, but is usually quiet. Occasional physical interaction with combative or violent persons.

Reporting Structure: Formal Reporting and Chain of Command--Reports to Security Supervisor, in his/her absence reports to Security Manager.

Informal Reporting and Relationships--Establishes and maintains harmonious, productive relationships with all levels of Hospital personnel, management, physicians, patients and the general public.

Disclaimer: These essential job functions are requirements of the position which must be performed either with or without reasonable accommodation. The essential job function list is intended to be a guide rather than a limitation. The Chambersburg Hospital possesses the right to add new responsibilities to the list as business demands dictate. Some of the essential job functions may exclude individuals who pose a direct

threat/significant risk to the health and safety of themselves or others.

By identifying essential job functions, we are in no way stating or implying that these required tasks are the only activities that are to be performed by the employee occupying this position. In addition, employees will also be expected to follow any other job-related instructions and to perform any other job-related duties that are included in the job description. The preceding requirements represent only the minimum acceptable levels of knowledge, skills, and/or abilities that a job incumbent must possess; in order to perform the job successfully, the incumbent will possess additional aptitudes so as to perform the other duties that the job description entails.

Revised Date: 7/30/2014

Essential Functions and Responsibilities

Unit Based Essential Functions and Responsibilities

Core Values: Service, Integrity, Compassion

1. Demonstrates service excellence and patient and family centered care by showing respect, honesty, fairness and a positive attitude toward all customers.
2. Maintains confidentiality.
3. Demonstrates dependability, to include attendance and punctuality.
4. Is accountable - takes initiative and ownership of issues.
5. Displays a professional demeanor. Represents hospital in a positive way. Has a compassionate working relationship with patients and families.
6. Assumes personal responsibility for 2-way communication. Communicates and listens effectively with patients, families, coworkers, other departments, physicians/providers and community.
7. Supports coworkers, initiatives and a patient and family centered philosophy; pitches in; does own part and helps others.
8. Works to continuously improve work environment/processes (Performance Improvement). Demonstrates a patient and family centered focus when considering/developing improvement solutions.
9. Represents willingness/enthusiasm to create, embrace and facilitate change.
10. Develops self and others; supports a learning environment; leads by example. Encourages patients and families to give feedback and suggestions for improvement.
11. Develops working relationships critical to the organization including patients, families, coworkers, other departments, physicians/providers and community.
12. Encourages others by providing recognition and support.
13. Improves employee and organization's performance by removing roadblocks and empowering staff to take ownership and to be self-directed.
14. Ensures that a performance improvement plan and/or disciplinary action is initiated where needed to assist employees to achieve performance standards.

Technical Excellence

1. Thinks critically; utilizes sound judgment; promptly reports potential risks.
2. Maintains state of art knowledge of area of specialty, healthcare trends and practice, and populations served.
3. Maintains a level of computer literacy appropriate to their role.
4. Meets and maintains current all unit specific and organizational skills/competencies, certifications/licensures, as required.
5. Completes hospital-required reviews, e.g. HIPAA, safety, health screening, care concerns, and others as assigned.
6. Adheres to National Patient Safety Goals.
7. Completes required reports (e.g. PI Dash Boards, benchmarks, etc.) on time.
8. Insures that 100% of all employees have current licenses, completed yearly health checks, CPR, orientation or re-orientation, where applicable.
9. Completes 100% of employee evaluations on time, in a thoughtful and constructive manner. For non-bargaining employees, follows established guidelines for recommended increases.

10. Displays ability and skill in budget development, monitoring, and remaining within budgetary limits. Flexes costs downward when necessary, especially when scheduling and monitoring hours worked.
11. Evaluates operations from a workflow perspective and responds appropriately, redesigns per customer needs and competitive benchmarks.

Job Class Specifics:

1. Completes patrols as assigned
2. Identifies and makes proper notifications to correct environmental hazards. i.e. poor lighting, ice conditions.
3. Identifies security breaches, i.e. unsecured doors, unauthorized entry, alarms disabled, and takes corrective measures.
4. Identifies and investigates/responds to unusual suspicious activity, vandalism, fires or other unplanned events and takes corrective measures and reports.
5. Addresses breaches of “No smoking” policy with the individual and reports employees to their manager.
6. Monitors and addresses inappropriate conduct/behavior of persons on the hospital property, i.e. visitors, patients, staff, and others.
7. Investigates suspicious behavior and/or activates law enforcement and onsite Administration.
8. Utilizes non-crises intervention skills to deescalate/control a hostile or violent situation.
9. Accompanies and coordinates response and implements force protection with law enforcement.
10. Manages traffic flow, enforces parking requirements and inappropriate motor vehicle operation.
11. Secures and unlocks doors for authorized persons.
12. Coordinates after business hours “visitor pass” program per procedures.
13. Monitors security surveillance systems and promptly addresses repairs or malfunctions.
14. Assists in maintenance, care, and repair of department equipment/supplies replacement.
15. Demonstrates competency in roles and responsibilities while responding to an emergency (code).
16. Promptly responds and properly notifies appropriate personnel of emergency alarm activation.
17. Assists Supervisor/Manager with all internal requests for outside law enforcement response.
18. Assists Supervisor/Manager with coordination of law enforcement, fire, and other emergency services.
19. Assists with mortuary/autopsy room access control and transfer of deceased to authorized parties.
20. Provides/coordinates escort service during high risk security activities, i.e transfer of medications, child welfare removal, domestic or terroristic threat management and prisoners.
21. Secures weapons, contraband, and other hazardous items per procedures.
22. Assists customers with valet parking, car retrieval as is needed.
23. Holds self and staff accountable to organizational standards, policies and procedures.
24. Coordinates helicopter landing zone safety activities.
25. Performs other duties as assigned by the Manager.
26. Documents and reports all required information, including inspections, accidents, emergency responses and other daily activities as required.