



## DIVISION SCOPE OF SERVICE

<b>Division: GULF COAST</b>
<b>Classification: UNARMED SECURITY GUARD</b>
<b>Name of Applicant:</b>

<p><b>Unarmed Security Guard:</b> The Unarmed Security Guard must have the equivalent qualifications and competencies as employed individuals performing the same or similar services at the facility.</p>
<p><b>Definition of Care or Service:</b> The Unarmed Security Guard promotes and maintains the facility's security and property protection programs in accordance with facility policy and applicable law. Works to protect hospital personnel, property and grounds against loss from fire, theft, vandalism and unauthorized entry or inappropriate use. Reports to Director of Plant Operations all pertinent news regarding security conditions and incidents. Participates in overall hospital customer service and performance improvement programs. Scope of Service may include:</p> <ul style="list-style-type: none"> <li>• Patrols building and grounds for hazard surveillance, loss prevention, and safety and security of staff, patients, visitors, and property.</li> <li>• Monitors and utilizes surveillance systems for loss prevention and safety.</li> <li>• Warns violators of infractions of hospital policy or law.</li> <li>• Apprehends or expels persons engaging in suspicious, violent or criminal acts.</li> <li>• Participates in Life Safety Management and Emergency Preparedness Programs.</li> <li>• Participates in the Security Department Performance Improvement Program.</li> <li>• Able to diffuse crisis situations in a calm, knowledgeable manner based on NVCI (Non-violent Crisis Intervention) training.</li> <li>• Intervenes in violent or disruptive situations.</li> <li>• Interfaces with local police.</li> <li>• Demonstrates respectful and caring attitude through verbal and non-verbal behavior.</li> <li>• Advises management and affected departments of special conditions.</li> <li>• Attends meetings or in-services as required.</li> <li>• Documents activities and incidents per established policies and procedures.</li> <li>• Responds to calls for service from other departments or supervisor.</li> <li>• Adheres to and complies with HCA's Healthcare ethics and compliance policies in the Code of Conduct. Attends annual training sessions.</li> </ul>
<p><b>Setting(s):</b></p> <ul style="list-style-type: none"> <li>• HCA Healthcare entities including healthcare facilities, free standing ED, Imaging Centers, HCAPS, Data Centers, Warehouses, etc.</li> </ul>
<p><b>Supervision:</b> Chief Operating Officer, Vice President of Operations or designee</p> <p><b>Evaluator:</b> Hospital Director/ Manager (e.g. Facilities Mgmt, Safety &amp; Security, Human Resources)</p> <p><b>Tier Level:</b> 2</p> <p><b>eSAF Access Required:</b> YES</p>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• High school diploma or GED</li> </ul>



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- HIPAA training
- Criminal background check - Not convicted of a crime related to violence/ moral turpitude
- Not listed on the Violent sexual offender/ predatory registry
- Required immunizations per DHP divisional requirements

**NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.**

**State Requirements:**

- Non-Commissioned License Level II
  - License: <https://tops.portal.texas.gov/psp-self-service/>
- Texas temporary licenses – if the security officer is in the process of receiving the actual license please set expiration date out 6 months. The Temporary License will still need to be verified through the Texas Website: <https://tops.portal.texas.gov/psp-self-service/>

**Experience:**

- Crisis Prevention Intervention (CPI) training

**Competencies:**

- Excellent customer service skills
- Knowledge of basic security principles.
- Skill in presenting oneself as being of high quality character.
- Skill in remaining courteous in difficult situations.
- Skill in communicating clearly and effectively in English.
- Skill in writing clear, concise, and comprehensive reports.
- Ability to remain in good physical condition to respond to daily rigors of the job.
- Ability to operate electronic security equipment.

**References:**

- License: <https://tops.portal.texas.gov/psp-self-service/>

**Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.**

**Applicant Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_