



DIVISION SCOPE OF SERVICE

Division: SAN ANTONIO
Classification: UNARMED SECURITY OFFICER
Applicant Name:

<p>Unarmed Security Officer: The Unarmed Security Officer must have the equivalent qualifications and competencies as employed individuals performing the same or similar services at the facility.</p>
<p>Definition of Care or Service: The Unarmed Security Officer provides excellent customer service for the patients, visitors, and employees of the healthcare facility. They also provide a safe environment in the protection and services to healthcare patients, visitors, employees, medical staff, tenants and all other persons on the hospital campus. Security Officers utilize a systematic integration of personnel, technology and proactive and reactive programs. Scope of Service may include:</p> <ul style="list-style-type: none"> • Provides assistance to customers, employees and visitors in a courteous and professional manner. • Makes routine and random patrols of the hospital buildings and grounds • Maintains daily log, documenting unusual activities during shift including unlocking secured areas after business hours. • Performs security patrols of designated areas on foot. • Watches for irregular or unusual conditions that may create security concerns or safety hazards. • Investigates and prepares reports on accidents, incidents, and suspicious activities. Maintains written logs as required by the post. • Demonstrates Clinical and Service excellence behaviors to include HCA Healthcare code of conduct core fundamentals in daily interactions with patients, families, co-workers and physicians
<p>Setting(s):</p> <ul style="list-style-type: none"> • HCA Healthcare entities including healthcare facilities, free standing ED, Imaging Centers, HCAPS, Data Centers, Warehouses, etc.
<p>Supervision: Chief Operating Officer, Vice President of Operations or designee</p> <p>Evaluator: Hospital Director/ Manager (e.g. Facilities Mgmt., Safety & Security, Human Resources)</p> <p>Tier Level: 2</p> <p>eSAF Access Required: YES</p>
<p>Qualifications:</p> <ul style="list-style-type: none"> • High school diploma or GED • 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 divisional requirements <p>NOTE: Where education may not be defined in qualifications area of the Scope, HCA requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p>State Requirements:</p> <ul style="list-style-type: none"> • Non-Commissioned license level II • Texas License : https://tops.portal.texas.gov/psp-self-service/



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Other Requirements:

- This position requires an individual to be able to stay on his or her feet for eight consecutive hours, walk long distances up to five miles per day, climb four flights of stairs and have the physical strength to confront whatever situation is unfolding, and the ability to lift up to 50 pounds.
- Only security officers that have completed certified TASER training may carry a TASER on HCA property.

Experience:

- Techniques for Effective Aggression Management (TEAM) training

Competencies:

- Excellent customer service skills
- Mediate conflict with tact, diplomacy
- Encourage effective teamwork
- Write informatively, clearly and accurately
- Compile, sort, and interpret data
- Attention to detail
- Research, investigate, compile information
- Problem solving
- Synthesize facts, concepts, principles
- Proficiency with Microsoft Office programs
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE) when required
 - Required immunizations per Division requirements
 - Complies with Isolation precautions
 - Maintains sterile field

References:

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: _____