

UW HEALTH JOB DESCRIPTION

Security Officer

Job Code: 410007	FLSA Status: Non-Exempt	Mgt. Approval: C. Corrigan	Date: July 2021
Department: Facilities – Security Services		HR Approval: S. Whitlock	Date: July 2021

JOB SUMMARY

The Security Officer is responsible for protecting and serving UW Health patients, staff and visitors, in addition to monitoring and protecting facilities, assets, and information across the enterprise. Security Officers monitor and operate access control systems, security camera systems, intercoms, two-way radios, telephones, and alarm systems.

Security Officers may perform one or more of the following duties on a daily basis: patrol facilities and grounds, provide emergency assistance and response, interact with the public, law enforcement, and support UW Health staff on issues involving security and safety concerns. Provide enforcement for a tobacco free organization, assist with Department of Corrections or other inmate movements and way-finding, make detailed observations and notes, conduct security investigations and interviews, provide assistance in patient care areas, coordinate Emergency Department security issues, and write detailed reports regarding incidents and events that could cause injury or loss of assets.

Security Officers shall successfully complete training in Non-Violent Crisis Intervention, Defense and Arrest Tactics, and restraint techniques.

MAJOR RESPONSIBILITIES

General Duties

- Proactively seek out and resolve issues that may negatively impact site security and occupant safety.
- Support clinical staff by assisting with safe patient care (medication management, bathing, toileting, restraint repositioning).
- Observe, report, and assist with the resolution of security events.
- Respond to acute behavioral events and assist with de-escalation and problem solving to support the person or the responding team.
- Escort emergency first responders during fire or hazardous materials events.
- Assist facility users with navigation and escorts.
- Observe and report safety hazards and assist with proper resolution.
- Maintain accurate daily documented activities, dispatch entries, and incident reports.
- Maintain assigned posts.
- Complete data entry and production of ID cards.
- Operate security systems in the Security Dispatch Center, including: video monitoring, access control, alarm systems, overhead announcements, and radio systems.
- Follow and provide appropriate response during the activation of emergency operation plans.
- Be prepared to work additional hours as assigned to meet shift staffing standards or for emergent staffing needs.
- Protect persons and facilities during floods, fires, structural damages, utility outages, special events or during various security incidents.
- Serve as a first responder to intrusion and panic/hold up alarms according to department procedures.
- Provide afterhours or emergency access and escorts to restricted or sensitive areas.
- Complete security surveys and risk assessments as trained and assigned.
- Control facility keys and lock and unlock doors according to locking schedule(s).
- Operate a motor vehicle in accordance to policy and the motor vehicle agreement.
- Perform collection, transport, tracking and release of patient valuables and lost and found property.
- Participate in the transport and release of deceased patients to and from the morgue. Officers are responsible for completing the required paperwork upon transporting to or releasing from the morgue.
- Assist with collection, tracking, and release of valuable lost and found property.
- Support screening of individuals for weapons, which may include the operation of a walk-through metal detector or handheld scanner in the Emergency Department.
- Remain current and follow organizational and department policies and procedures.
- Complete other duties as assigned by an officer in charge or department leadership.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent.
	Preferred	Associate Degree or progress towards a degree in criminal justice field or a Bachelor's Degree in any other field of study.
Work Experience	Minimum	One (1) year relevant experience or appropriate preferred education requirements.
	Preferred	Experience in healthcare security, corporate security, or law enforcement.

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Licenses & Certifications	Minimum	Valid Driver's License. Completion of IAHS Basic Certification within 6 months of hire.
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to maintain a high level of professionalism. • Must possess a strong desire and ability to provide a high level of customer service, and an understanding that this can only be achieved through proactive verbal engagement with facility users. • Must be 21 years of age to drive a UW Health Fleet vehicle and must be 25 years of age to drive a UW Health vehicle rated for 15 or more passengers. • Ability to be insured by Hospital's risk management insurer which requires (1) a valid Wisconsin Driver's License and (2) successfully passing a driving background check. • Ability to don and wear personal protective equipment, such as gloves, face shields, goggles, gowns, masks, powered air-purifying respirator, and issued ballistic vest protection while on duty. • Ability to use radio equipment for communications. • Ability to quickly respond to emergent situations. • Skill in verbal communications, especially listening and recalling information during high stress conditions. • Knowledge of verbal and non-verbal tactics to safely de-escalate emotional individuals. • Skill in written communications including the ability to type accurate and detailed reports efficiently, recalling actions taken during emergencies and critical incidents. • Knowledge of current crime prevention strategies. • Ability to detect and locate smoke, unusual odors, and running water which may indicate safety problems. • Knowledge of and skill with computer systems, including spreadsheets, word processing, e-mail, computer-aided dispatch, alarm systems, access control databases, and surveillance cameras. • Ability to use non-violent crisis intervention techniques, trained defense and control strategies, restraint tactics, and a working knowledge sufficient to assist law enforcement or corrections representatives. • Knowledge of security practices used in safeguarding persons and property. • Complete Campus Security Authority (CSA) training requirements provided by UW Madison and appropriately perform the responsibilities of a CSA (this requirement is for on campus officers and does not apply to The American Center or other offsite locations).

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally	Up to 10#	Negligible	Negligible

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	and other sedentary criteria are met.			
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
X	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.