

UW HEALTH JOB DESCRIPTION

Senior Security Officer

Job Code: 410008	FLSA Status: Non-Exempt	Mgt. Approval: Corrigan/Calmese Walker	Date: 7.2018
Department : Security Services/Facilities-TAC		HR Approval: K Sawyer	Date: 7.2018

JOB SUMMARY

The UW Health Senior Security Officer acts as a Field Training Officer (FTO) as required, administering a comprehensive training program for new officers, provide daily documentation of training activities, and may also take on the duties of Officer in Charge. Officer in Charge duties include interacting and responding to many leaders across the enterprise and overseeing day to day operations of the shift in the absence of a Supervisor. The Senior Security Officer is responsible for protecting and serving UW Health patients, visitors, volunteers, and staff in addition to monitoring and protecting facilities, property, and information across the enterprise. Senior Security Officers monitor and operate access control systems, security camera systems, intercoms, two-way radios, telephones, and alarm systems.

Senior 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 UW Health staff on issues involving security or safety, 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.

Senior Security Officers must successfully complete training in Non-Violent Crisis Intervention, Defense and Arrest Tactics, restraint techniques and obtain FTO certification. Security Officer - Seniors support patient and family centered care.

MAJOR RESPONSIBILITIES

The Senior Security Officer may perform some or all of the following duties:

Officer in Charge Duties

- Assist with coordinating security operations at the shift level.
- Conduct a thorough shift briefing at the beginning of the shift.
- Review all post assignments and verify correct staffing and post rotation.
- Communicate with on duty security officers to determine priorities and responsibilities for the shift.
- Coordinate staffing for special situations.
- Responds to the Incident Command Center in the event of activation of the emergency operations plan. Representing Security until relieved by the Security Director or a Security Supervisor.
- Review all dispatch log entries for accuracy, and complete an Officer in Charge Shift Summary Report (OIC Report) at the conclusion of every shift
- Responsible for briefing the next shift OIC or supervisor on relevant operational information. Follow departmental policy regarding Security Leadership notification for reporting adverse or significant events. Participate in disruptive event consultations across the enterprise.
- Participate in daily safety call with American Family Children's Hospital Leadership.
- Assist with triaging and resolving complaints and grievances.
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Field Training Officer Duties

- Provide consistent, comprehensive training, coaching, and evaluation of new officers as part of the department's field training program. Serve as a positive example to all officers in training by modeling UW Health's visions and values.
- Complete a Daily Observation Report for every day of training with a officer in training.
- Create weekly evaluation documents, and hold weekly evaluations with the trainee and a supervisor.
- Assist with the continual development of officers by providing guidance and mentorship in a manner that compliments the field training program.
- Notify Security Leadership when officers in training are not meeting performance standards consistent with the field training program.
- Participate in regular FTO meetings to evaluate the field training program and identify opportunities for process improvements.

General Duties

- Patrol and assist with crime prevention and security assignments. Observe, report, and assist with the resolution of security and safety incidents.
- Respond to disturbances, involving uncooperative and combative individuals.
- Escort emergency first responders during fire or hazardous materials events.
- Assist facility users with way-finding and provide escorts as needed.
- 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:

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video monitoring, access control, alarm systems, overhead announcements for Active Violent Intruder and radio systems.

- Provide appropriate internal and external disaster assistance according to emergency operation plans.
- Be prepared to work additional hours as assigned to protect persons and facilities during floods, fires, structural damages, utility outages, security incidents, staffing shortages, and various security situations.
- Serve as first responder to intrusion and panic/hold up alarms according to department procedures.
- Respond to fires and fire alarms and escort emergency personnel to the location of the incident. Attend safety training in fire response, maintain fire suppressions skills, and assist with evacuations and shelter-in-place plans as required.
- Provide afterhours access and emergency access and provide escorts to sensitive areas.
- Assist with 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 UW Health Policy and the motor vehicle agreement.
- Provide collection, transport, and documentation of patient belongings to Admissions.
- Participate in the transport and release of deceased patients to/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 lost and found items.
- Remain current in policies and procedures while assisting security leadership with the review and development of department policies.
- Other duties as assigned by Security 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	Bachelor's Degree
Work Experience	Minimum	18 months UW Health Security Officer or comparable experience.
	Preferred	
Licenses & Certifications	Minimum	Valid Driver's License IAHSS Basic Certification Completion of IAHSS Advanced Certification within 6 months of hire
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • 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. • Knowledge of radio equipment for communications. • Skill in oral 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 write accurate and detailed reports recalling actions taken during emergencies and critical incidents. • Knowledge of current crime prevention methods and procedures. • 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 tactics, restraint tactics, and a working knowledge sufficient to assist law enforcement, corrections, or fire personnel as needed. • Knowledge of security practices used in safeguarding persons and property. Ability to lead and motivate a team. • Senior Security Officers must complete and be granted access through an application for unescorted access designed by the U.S. Nuclear Regulatory Commission (NRC) to determine trustworthiness and reliability as defined in the NRC's regulations in Title 10 of the Code of Federal Regulations Part 37. Senior Security Officers must maintain unescorted access authorization throughout employment

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with Security Services department (*this requirement does not apply to Security Officers based out of The American Center*)

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.

N/A

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 and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
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	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.