

UW HEALTH JOB DESCRIPTION

Senior Security Officer

Job Code: 410008	FLSA Status: Non-Exempt	Mgt. Approval: C. Corrigan	Date: July 2023
Department: Facilities – Security Services		HR Approval: S. Whitlock	Date: July 2023

JOB SUMMARY

A 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 should also take on the duties of Officer in Charge (OIC). OIC duties include collaborating with leaders across the enterprise and coordinating shift operations. The Senior Security Officer is responsible for protecting and serving UW Health patients, staff and visitors, volunteers, in addition to protecting facility assets. 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 patients, families, visitors, law enforcement and correctional officers, and support UW Health staff with issues involving security and safety concerns. Complete detailed notes based on observations, conduct security investigations and interviews, and write detailed reports regarding incidents and events.

MAJOR RESPONSIBILITIES

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.
- Respond to the Incident Command Center in the event of activation of the emergency operations plan, representing Security until relieved.
- 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 or situational huddles.
- Assist with triaging and resolving complaints and concerns or following up with notifications to Security Leadership.

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 by modeling UW Health's vision and values.
- Complete a Daily Observation Report for every day of training with an officer in training.
- Create weekly evaluation documents and conduct weekly evaluations with the trainee and a supervisor.
- Assist with the continual development of officers by providing guidance and positive mentorship in a manner that complements the field training program.
- Notify Security Leadership when officers in training are not meeting performance standards consistent with the field training program.
- Participate in Senior Security Officer meetings to discuss shift operational needs, identify areas of improvement, and receive in-service training as needed.

General Duties

- Proactively identify and problem solve issues which may negatively impact site security and facility 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 clinical team.
- Escort emergency first responders to the location of emergencies, such as a fire.
- Assist facility users with wayfinding and escorts.
- Observe and report safety hazards and assist with proper resolution.
- Maintain accurate daily documented activities, dispatch entries, and incident reports.
- Staff posts and complete assignments as required.
- 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, and emergent staffing needs.

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- 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 the motor vehicle agreement and policies.
- Perform the collection, transport, tracking, and release of patient valuables, including lost and found.
- 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.
- 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 and training 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	Bachelor's Degree
Work Experience	Minimum	18 months UW Health Security Officer or comparable experience.
	Preferred	
Licenses & Certifications	Minimum	Valid driver's license in the person's state of residence. <ul style="list-style-type: none"> • Must be 21 years of age or have three (3) years of driving experience to operate a Patient/Visitor Vehicle or UW Health Vehicle other than a golf cart or utility terrain vehicle. IAHSS Basic Certification Completion of IAHSS Advanced Certification within six (6) months of hire
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to maintain a high level of professionalism. • Deliver a high level of customer service through engagement with others. • Ability to don and wear protective equipment, such as gloves, face shields, goggles, gowns, masks, powered air-purifying respirator, and issued ballistic vest protection. • 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 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 crime prevention methods and strategies. • Ability to detect, locate, and report 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 software, and surveillance cameras. • Ability to use de-escalation strategies, trained control techniques, and the application of restraints as trained. • Knowledge of security practices used in safeguarding persons and property. • Complete CPI Nonviolent Crisis Training course. • 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 East Madison Hospital or other off campus locations).

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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 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 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.