

## UW HEALTH JOB DESCRIPTION

### SECURITY SERVICES MANAGER

Job Code: 411007	FLSA Status: Exempt	Mgt. Approval: C. Corrigan	Date: August 2023
Department: Facilities - Security Services		HR Approval: S. Whitlock	Date: August 2023

#### JOB SUMMARY

The Security Services Manager plans, directs, coordinates, and evaluates the protective operations of the Security Services department. This includes the daily operations and the management and performance of Security Supervisors or assigned staff. The Manager must be a strong leader who can provide guidance to all reporting employees to enhance the protection of UW Health.

#### MAJOR RESPONSIBILITIES

- Plan, coordinate and direct Security Services operations with direct management and evaluation of the Security Supervisor(s) or assigned staff.
- Direct, train and coordinate line supervisors and staff to achieve effective and consistent supervision of direct reports.
- When assigned, represent the department at the organizational level in place of the director or during the director's absence.
- Measure, analyze and implement security procedures and compliance with hospital policies and procedures.
- Assist Human Resources with personnel investigations as requested.
- Review and evaluate department records and direct investigations and follow-up.
- Interview and select candidates for employment, review employee performance, and apply UW Health work standards to daily operations.
- Create and present security awareness programs or education for department in-services or for the organization as requested or needed.
- Work with Patient Relations and area leaders for consultation and support with difficult and challenging patients and visitor situations.
- Complete threat assessments which includes response plans, safety planning, and coordination with other involved departments such as Legal or Human Resources and coordination with law enforcement when appropriate.
- In accordance with the administrative policy on key control, review and authorize the issuance of keys.
- Assist with investigations as assigned. Prepare reports or information to support the investigation.
- Coordinate with law enforcement, fire, and other community agencies during incidents and drills; serve as incident commander during critical events.
- Disseminate information and reports to Legal, Risk Management, and leadership including the Administrator On-call as needed.
- Communicate to the Security Director event/incident updates, actual or potential problems, and whenever conditions exist that pose an immediate threat to life, equipment, or the facility.
- May be assigned as a committee member to represent Security Services.
- Conduct building and grounds hazard surveillance assessments to detect security risks and vulnerabilities and prepare documentation with recommended corrective plans.
- Participate in environment of care rounds.
- Plan protective measures for special and high-risk events, which includes planning and activities for V.I.P.'s.
- Assist in emergency management and preparedness planning and coordinate security response during emergency situations.
- Participate in setting and achieving short-term and long-term goals for the department.
- Vigilant in monitoring regulatory standards for changes with The Joint Commission and/or Centers for Medicare & Medicaid Services to maintain a constant state of readiness.
- Assist with development of departmental operational and capital budgets.
- Develop and approve training courses that support the mission of the department and organization.
- Review and revise policies and processes as needed to maintain up to date information.
- Maintain adequate supplies while remaining within budget constraints.
- Maintain confidentiality and exercise judgement and diplomacy in dealing with sensitive issues such as confidential matters that involve patients, employees, and community leaders involved in incidents or activities.
- Other duties as assigned.

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

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<b>JOB REQUIREMENTS</b>			
Education	Minimum	Bachelor's degree in Security, Criminal Justice, or related field.	
	Preferred	Graduate in Criminal Justice or Business Management.	
Work Experience	Minimum	Five (5) years progressively responsible relevant experience with at least three (3) years supervisory or managerial experience in healthcare security, corporate security, or law enforcement.	
	Preferred	Five (5) years of supervisory experience in healthcare security.	
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> <li>Valid driver's license in the person's state of residence.                             <ul style="list-style-type: none"> <li>Must be 21 years of age or have (3) years of driving experience to operate a Patient/Visitor or UW Health vehicle other than a golf cart or utility terrain vehicle.</li> </ul> </li> <li>Completion of IAHSS Supervisor Certification within 6 months of hire.</li> </ul>	
	Preferred	<ul style="list-style-type: none"> <li>Certified Healthcare Protection Administrator (CHPA).</li> <li>Certified Protection Professional (CPP).</li> </ul>	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Skill in verbal, written, and electronic communication.</li> <li>Skill in verbal de-escalation in crisis and conflict resolution.</li> <li>Skill in project and time management with minimum supervision.</li> <li>Skill in identifying security risks and hazards.</li> <li>Skill in dealing effectively with a wide range of personalities and people, including patients, employees, and the public.</li> <li>Knowledge of healthcare security best practices.</li> <li>Knowledge of Crime Prevention Through Environment Design Standards.</li> <li>Knowledge of crime prevention standards.</li> <li>Knowledge of TJC Environment of Care – Security Management Standards.</li> <li>Knowledge of OSHA #3148 Workplace Violence Guidelines.</li> <li>Knowledge of law enforcement procedures, state law, and UW Health policies.</li> <li>Knowledge in the operation of security equipment (Radios, Pepper Gel, Metal Detector).</li> <li>Knowledge of Microsoft programs, access control, and surveillance systems.</li> <li>Ability to work well under moderate to high degrees of pressure.</li> <li>Ability to supervise and motivate others.</li> <li>Ability to collaborate with representative from all areas of the organization.</li> <li>Ability to deliver a high level of customer service for patients, employees, and visitors.</li> <li>Ability to effectively present information and respond to questions from customers.</li> <li>Ability to define problems, collect data, establish facts, and draw conclusions.</li> <li>Complete CPI Nonviolent Crisis Intervention Training course.</li> <li>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).</li> </ul>	
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> 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)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 67%-100% of the time

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<b>X</b>	<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
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.