

DIVISION SCOPE OF SERVICE

Division: SAN ANTONIO
Classification: UNARMED SECURITY GUARD – PATROL DRIVER
Name of Applicant:

Unarmed Security Guard - Patrol Driver: The Unarmed Security Guard-Patrol Driver must have the equivalent qualifications and competencies as employed individuals performing the same or similar services at the facility.
Definition of Care or Service: The Unarmed Security Guard-Patrol Driver 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: • 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 or in vehicle • 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.
Setting(s): • HCA Healthcare entities including healthcare facilities, free standing ED, Imaging Centers, HCAPS, Data Centers, Warehouses, etc.
Supervision: Chief Operating Officer, Vice President of Operations or designee Evaluator: Hospital Director/ Manager (e.g. Facilities Mgmt., Safety & Security, Human Resources) Tier Level: 2 eSAF Access Required: YES
Qualifications: • 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 NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.
State Requirements: • Non-Commissioned Security Officer, Level II – issued by TxDPS Private Security Program • Maintains Valid Driver's License to operate patrol vehicle

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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 Healthcare property.

Experience:

- Techniques for Effective Aggression Management (TEAM) training

Competencies:

The Unarmed Security Guard-Patrol Driver will demonstrate:

- 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)
 - Complies with Isolation precautions
- Required immunizations per Division requirement

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: _____