



Wallowa County Health Care District

JOB TITLE: Security Officer

FLSA STATUS: Non-Exempt - Union

DEPARTMENT: Security

DATE: February, 2023

REPORTS TO: Security Supervisor

APPROVED BY: Quality Improvement Director

JOB SUMMARY:

Provides hospital and clinic wide security and safety monitoring during the day and night hours. May assist with other departmental duties during slack times such as housekeeping, patient transport, and facility maintenance activities.

MISSION, VISION & VALUES:

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

ESSENTIAL DUTIES & RESPONSIBILITIES:

Include the following. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide professional service and direction to patients and families presenting to Wallowa Memorial Hospital and Clinics for care on campus.
- Frequently inspects the buildings to ensure security of entrances, departments and general public areas.
- Complete security logs, checklists and other related reports.
- Provide additional personnel presence in the Emergency Department as directed by the Nursing staff.
- Provide de-escalation support as situations require.
- Assist patients and family members to the Emergency Department waiting area or other appropriate areas.
- Responsible for crowd control during a mass casualty or event which may bring numerous patients and non-patients to the hospital.
- Monitor cameras and respond to alarms for facility related problems. Troubleshoot system issues as trained.
- Assist in providing safety related training to night and evening staff and organizing night shift fire drills.
- Assist in maintaining safety in the organization (interior/exterior) which may include snow removal, cleaning up spills, recognizing hazards and eliminating or reporting hazards
- Coordinate with the Admitting and Nursing staff to ensure the Emergency entrance is frequently monitored.
- Assist as needed in traffic control when Life Flight helicopter is incoming and present.
- Assist with transport of patients between departments as needed.
- Assist, as directed, with day shift fire and disaster drills.
- Assist staff in other related duties as requested.
- Take an active role in the Physical Environment and Security Committee if schedule allows.
- Other duties as assigned.

QUALIFICATIONS & EXPERIENCE:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Must be at least 21 years of age.
- High school diploma or equivalent education required.
- One year of related experience or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the duties required.
- Have valid driver's license.
- Prior law enforcement or behavioral health experience preferred.
- Current DPSST Private Security Certification through the State of Oregon or ability to obtain within 90 days of

WCHCD - Security Officer -

February 2023 Pg.



Wallowa County Health Care District

hire.

- Must be CPR certified or able to obtain within 90 days of hire.
- Computer skills preferred.
- Good customer services and verbal communication skills.
- General knowledge of security and safety within a healthcare setting.

CORE COMPETENCIES:

- Compassion – Welcomes, mentors and receives new team members. Shows concern for the welfare of others.
- Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.
- Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
- Quality - Pays close attention to detail. Strives to achieve excellence in all things.
- Stewardship – Careful and responsible management of WCHCD resources. Finds productive work to keep busy during slack periods.
- Family – Creates and participates in a team environment. Applies effective interpersonal and problem-solving skills when responding to coworkers, patients and visitors.

POSITION SPECIFIC COMPETENCIES:

- Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees or organization.
- Reasoning Ability/Critical Thinking - Ability to define problems and safety issues. Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions, extreme cold, and extreme heat. The employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; risk of electrical shock; and risk of radiation. The noise level in the work environment can be very loud.

WCHCD CODE of CONDUCT & CONFIDENTIALITY STATEMENT:

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.

I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State

WCHCD - Security Officer -

February 2023 Pg.



Wallowa County Health Care District

of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately through the compliance reporting process.

I have read and understand the above job description.

Employee Signature

Date

EFFECTIVE DATE 01/12/2024