

### **Position Description:**

Mental Health Resource Center is looking for a Security Team Leader at our Southside inpatient psychiatric facility.

The Security Team Leader is responsible for monitoring and ensuring the safety and security of employees and individuals served by the Mental Health Resource Center. The Security Team Leader assists inpatient and outpatient staff with behavior management and interventions with individuals who may exhibit impairment due to serious mental illness. The Security Team Leader assists with staff monitoring, administrative duties, and service functions.

The essential functions include but are not limited to:

#### **TEAM LEADER:**

- Assists with developing and updating policies and procedures to ensure facility and departmental compliance with agency guidelines, legal and contractual requirements.
- Performs safety inspections and conducts fire drills as required at both MHRC South and MHRC North facilities. Ensures that all appropriate paperwork is completed at all locations for safety inspections and fire drills.
- Assists with Hazard Surveillance at MHRC South and MHRC North facilities.
- Trains and serves as a substitute to attend and present assigned topics at the company-wide new employee orientation session.
- Provides security oversight at satellite facilities as needed or requested. Assesses safety or security threats and makes recommendations. Contacts and coordinates with law enforcement if necessary.
- Ensures supplies and forms needed by the department are ordered in a timely manner.
- Coordinates and participates in providing both on-site departmental coverage and on-call coverage twenty-four hours a day, seven days a week. Responsible for submitting a proposed departmental on-call schedule for weekends by the designated deadline for approval by the Director of Facilities and Security. Assumes role of shift security officer in the event of a vacancies or absence of another officer.
- Assists in the completion of investigations and monitors operations by reviewing unit video and gathering related information as directed by supervisor. Reports findings, submits documentation, and maintains confidentiality.

#### **Staff Monitoring and Development:**

- Participates in recruitment, orientation, retention, evaluation and employee relations in coordination with the Director of Facilities and Security, Human Resource Department and Vice President-Inpatient and Nursing Services.
- Identifies needs, plans and promotes in-service education/ training for on the job related issues including fire drills and other emergencies. Monitors provision of training outlined in departmental staff development plans.
- Supervises all assigned staff and conducts individual supervisory sessions and assists Director with departmental staff meetings.
- Reviews and approves all departmental time sheets and leave requests.

## **SECURITY OFFICER:**

### Observation and Monitoring

- Remains in visual/hearing contact with the duty station at all times and maintains the station in an orderly and professional manner. Does not leave the duty station unless specifically relieved.
- Supervises safety and maintains order in the admission area and waiting room.
- Observes video monitors throughout the shift for signs of trouble or developing problems. Uses judgment to help prevent and solve problems or obtain additional guidance.
- Conducts rounds of facility.
- Maintains clear emergency access to facility. In case of fire, directs the responding fire department units to the location of the fire.
- Reports safety equipment malfunctions in security area to maintenance for service.
- Participates in on-call weekend rotation. Fills in any vacant shifts or delegates appropriately.

### Staff and Patient Assistance

- Assists in situations in inpatient and outpatient departments requiring behavior management. Performs both verbal and physical interventions with patients during psychiatric emergencies according to proper standards of Crisis Prevention Intervention.
- Maintains communication with other staff members regarding program functions, unusual events, problem situations, etc. Reads communications book at beginning of each shift.
- Assists in admission and discharge of patients according to established policies and procedures:
  - a. Ensures accurate inventory of patients' personal effects and secures patient valuables.
  - b. Checks clothing and personal effects for sharps and contraband.
  - c. Works cooperatively with law enforcement personnel to ensure that proper procedures are followed, including enforcement of agency-wide weapons policies.

### Documentation and Reporting Requirements

- Maintains logs accurately and completely, ensuring complete confidentiality.
- Greets and logs in all visitors and assists unit staff during visitation.
- Completes Incident Reports accurately in compliance with Quality Improvement guidelines.
- Responsible for recording and reporting of Workers Compensation Incidents after hours, including Saturdays, Sundays and Holidays as outlined in policy and procedure manual.

### Facility Communication

- Operates switchboard for incoming calls between 5:00pm and 8:00pm for the facility Monday through Friday and all day on Saturdays, Sundays and Holidays.

### **Position Requirements:**

In order to be considered, candidates must have a High School Diploma or equivalent **and** one year experience working in security required. Supervisory experience preferred.

Security Officers need to make sound decisions independently and demonstrate good judgment on a daily basis, including but not limited to recognizing emergencies and responding appropriately.

Excellent communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including families, caregivers, community service providers, supervisory staff and other department professionals.

**Position Details:**

Full Time: Monday through Friday, 7:00am-3:30pm (MHRC South)