

Position Description:

Mental Health Resource Center is looking for a Security Officer at our Northside inpatient psychiatric facility.

The Security Officer is responsible for monitoring and ensuring the safety and security of employees and individuals served by the Mental Health Resource Center. The Security Officer assists inpatient and outpatient staff with behavior management and interventions with individuals who may exhibit impairment due to serious mental illness. MHRC serves the child, adolescent, and adult population. This is an ideal opportunity for an employee who enjoys working in a team atmosphere and is dedicated to providing a caring environment for individuals in crisis.

The essential functions include but are not limited to:

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.
- 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.
- 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:
 - Ensures accurate inventory of patients' personal effects and secures patient valuables.
 - Checks clothing and personal effects for sharps and contraband.
 - 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.

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** six months experience working in security, healthcare or mental health setting required.

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, 3:00pm-11:30pm (MHRC North)