

## **Position Description:**

**Mental Health Resource Center** is looking for a **Security Officer** for our Homeless Program in downtown Jacksonville.

The Security Officer is responsible for monitoring and ensuring the safety of the facility, individuals served, visitors, and employees of the programs that provide services to the homeless population. The Security Officer assists staff in interventions with unstable or hostile individuals. The Security Officer also performs clerical duties to support and assist work activities of these programs.

The essential functions include but are not limited to:

### **Interactions with Internal and External Customers:**

- Provides front office coverage and ensures excellent customer service. Greets all visitors, answers telephone in a professional manner, assists callers and directs callers to the appropriate staff.
- Provides basic resource information to callers, visitors, or individuals served.
- Ensures coverage when away from desk that may include placing phone on voicemail. Checks voicemail and refers or returns all calls in a timely manner.

### **Security and Facility Safety Duties:**

- Remains in visual/hearing contact with the lobby area at all times unless specifically relieved. Conducts rounds of facility as requested. Ensures safe environment both inside and outside of facility.
- Monitors individuals served and visitors for signs of disruptive or potentially disruptive behaviors.
- Performs verbal and physical interventions with individuals during psychiatric emergencies according to proper standard of Crisis Prevention Intervention. Assists staff with situations requiring Crisis Prevention Intervention.
- Maintains communication with other staff members regarding program functions, unusual events, problem situations, etc.
- Maintains clear emergency access to facility.
- Completes accurate and timely Incident Reports in compliance with Quality Improvement guidelines.
- Assists in conducting fire drills and safety inspections.
- In case of fire or emergency, directs the responding units to the location of the fire or other emergency.

### **Support Duties:**

- Participates in revising current procedures by recommendations to the appropriate supervisor.
- Receives, sorts, and distributes all mail.
- Performs vehicle maintenance inspections of company vehicles.
- Maintains reception area and lobby in neat, orderly and professional manner.
- Makes daily inspections of public restrooms. Checks inventory, orders supplies, maintains cleanliness, and removes trash.

**Position Requirements:**

In order to be considered, candidates must have a High School Diploma or equivalent required.

Experience working with individuals with mental health issues or in security 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.

Must be able to communicate and write English clearly, legibly and correctly at high school graduate level in order to complete required documentation and reports.

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:**

This position is a Full Time Days position: Monday through Friday, 7:30am to 4:00pm.

***This full time position offers a comprehensive benefits package.***