

**LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.
JOB DESCRIPTION**

TITLE: SECURITY OFFICER
DEPARTMENT: ADMINISTRATION
SUPERVISOR: COMPLIANCE/CHIEF SECURITY OFFICER
CLASSIFICATION: NON-EXEMPT – FULL TIME & PART TIME

POSITION SUMMARY:

The Safety and Security Officer is a member of a team responsible for ensuring the overall physical security and safety throughout all Lake County Tribal Health Consortium Inc. (LCTHC) sites.

The Officer, with general direction and guidance from the Compliance Officer/Chief of Safety and Security, will at all times maintain diligent observation, situational awareness, and strategic oversight of every aspect of the LCTHC sites' physical security and safety for clients, employees, LCTHC assets and reputation through various methods including hazard identification, risk management, loss prevention, maintaining client satisfaction protocols and procedures as well as crisis management.

Officers are expected to be extremely sensitive toward the needs and concerns of all visitors, vendors, and employees; anticipating and addressing their needs in order to maintain our high standard of quality care. Officers at times will act in the capacity of facilitator, mediator, and informant to maintain a respectful and friendly relationship between and with all occupants of our facilities.

ESSENTIAL JOB FUNCTIONS:

- Observe, and when necessary, escort clients and employees to ensure their safety and security.
- Ensure the safety and wellbeing of clients, visitors, and employees; their property, LCTHC property, buildings, and grounds. Enforce LCTHC rules, regulations and Policies and Procedures as well as the departments' rules, regulations, policies, and Standard Operating Procedures.
- Promote safety awareness and enforcement throughout the sites to prevent and reduce accidents and losses by remaining vigilant and providing recommendations and support to employees as required.
- Respond to all emergency calls including Emergency Response Team (ERT) responses. Assist in the Fire Command Center when necessary. Display a thorough knowledge and understanding of the fire/life and facility alarm systems and all support systems, their functions and emergency response procedures.
- Patrol on foot and in vehicles, all buildings and grounds noting and addressing safety and security concerns including potential fire hazards. Must possess the ability to walk / run upstairs carrying a standard fire extinguisher.
- Knowledge of and ability to implement all rules and regulations and policies and procedures regarding safety and security pursuant to established LCTHC guidelines.
- Share duties in Command Center with emergency and department phone monitoring, dispatching, closed circuit television monitoring, alarm monitoring, employee / vendor / solicitor / visitor access, and key control responsibilities.
- Respond properly and accordingly and in a timely manner to any LCTHC site emergency safety and security situation.

- Assist with Worker's Compensation incidents by completing thorough and comprehensive incident reports and maintain a high level of workplace health and safety awareness.
- Conduct thorough investigations and write complex and comprehensive incident reports when warranted. Maintain report records, assist and follow-up on investigations, document evidence, i.e., physical, nontangible, and photographic, interview victims and involved individuals and properly complete and file all associated documentation. Establish professional communication channels and effectively communicate observations to first responder agencies.
- Assist in gathering and processing all information necessary for General Liability Insurance Claims, appropriately forwarding to Human Resources for follow-up and completion.
- Promote loss prevention through diligent observation and awareness throughout the various assigned sites in order to reduce Company losses.
- Project an image of friendliness, professionalism, and willingness to provide personalized services to all clients, employees, and our neighbors whether over the phone or in person.
- Immediately notify the Compliance Officer/Chief of Safety and Security of any incident requiring the response of law enforcement, the fire service, EMS, or any other first responders to any LCTHC site for any reason.
- Respond to and mediate/address all non-emergency security calls, minor injuries, disputes, stressful, and complicated issues, minor accidents etc.
- Provide basic First Aid and CPR and possess the knowledge and ability to appropriately use the provided AED device when warranted.
- Appropriately contain and transport items potentially contaminated in accordance with Blood Borne Pathogen policies, procedures, and training.
- Effectively direct vehicular traffic, when necessary, in order to prevent traffic congestion situations on all LCTHC sites.
- Take appropriate enforcement action for all observed parking violations by completing and posting warning notices. When deemed appropriate and necessary, initiate the process of summoning the designated tow company and facilitate the towing of violators vehicles.
- Work harmoniously and professionally with co-workers and supervisors.

All LCTHC employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the LCTHC policies and procedures as they may from time to time be updated.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- At least 1+ year of security experience required. Previous law enforcement or military experience will be considered in lieu of this requirement.
- High School diploma or GED required; college degree preferred.
- Current First Aid/CPR/AED Certification required by date of appointment.
- Valid California Security Guard License required by date of appointment.
- Valid California Driver License with a clean record, required by date of appointment.
- Ability to apply an ethical and moral approach to ensure the positive outcome of all situations.
- Strong interpersonal and relationship-building skills necessary to work effectively with peers, superiors, and clients.
- Ability to work in a safe, prudent, and organized manner.
- Must be flexible with schedule - Able to work weekdays, weekends, holidays, evening, and overnight shifts.

- Reading, writing and oral proficiency in the English language
- Ability to multi-task in a fast paced, high volume and demanding environment.
- Advanced problem-solving skills, ability to handle difficult situations and individuals.
- Proficiency with Microsoft Office applications i.e., Word, Excel, Outlook, Internet.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. **Sitting / Mobility:** Approximately 20% of time is spent working at a desk. Balance of time (approximately 80%) is spent moving around work areas and office sites. **Communication:** Ability to effectively communicate with co-workers, patients and members of outside agencies, in person, by telephone, and by email. **Vision:** Ability to view close and distance areas, effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. **Lifting / Carrying:** Ability to occasionally lift and/or move objects weighing up to 60 pounds. **Stooping / Kneeling:** Ability to provide security services, access files/stock supplies in low cabinets and shelves. **Reaching / Handling:** Ability to use hands to finger, handle, or feel; reach with hands and arms, input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard safety and security equipment, including, office equipment, computer, telephone, calculator, copiers, and fax. Work is performed in a medical office/clinic environment; frequent exposure to outside weather conditions; continuous contact with other staff and the public.

INDIAN PREFERENCE: Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT: LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and the success of LCTHC. Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

HIPAA Health Insurance Portability and Accountability:

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.

I have read and understand all aspects of this job description

BOD Approved 11-2021

Employee Signature

Date

Supervisor/Dept. Manager

Date

HR Signature

Date