



## JOB INFORMATION

Job Code:	147013
Job Title:	Healthcare Security Supervisor
FLSA Status:	Non-Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Public Safety (Step)
Job Family Group:	Public Safety
Management Level:	6 Supervisor

## JOB SUMMARY

Supervises a team of Healthcare Security Officers (HSO) on assigned shift. Ensures officers are present, in optimum physical and mental condition, and aware of current and recent events related to their assigned site. Provides training, evaluations, and guidance in operational matters including patrol, incident resolutions, building access, investigative, and parking control activities. While not authorized to carry firearms, may use security defensive equipment (e.g., batons, pepper foam/gel, handcuffs) when necessary, according to training and/or standard procedures.

## JOB QUALIFICATIONS:

### Education

Req	Pref	Degree	Field of Study
X		Related undergraduate study	
	X	Related undergraduate study	

### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

### Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	

### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to identify critical issues quickly and accurately.
X		Physical ability to handle various intervention incidents, including patient restraints and violent subjects.
X		Understanding of OSHA, CAL-OSHA, HIPPA, and/or Joint Commission (TJC), Center of Medicare and Medicaid Services (CMS), the California Department of Public Health (CDPH) hospital emergency codes.

**Knowledge, Skills and Abilities**

Req	Pref	Functional Skills
X		Ability to exercise emotional control, judgment, and objectivity.
X		Demonstrated experience in monitoring surveillance system and writing reports.

**Licenses**

Req	Pref	License(s)
X		Valid California driver's license

**Certifications**

Req	Pref	Select Certifications	Enter Additional Certifications
X		Nonviolent Crisis Intervention (CPI)	
X			current certification in a California Guard Card
X			CPR training

**Other Job Factors**

- Must be eligible for bonding.
- Vision in each eye correctable to at least 20/25.
- Must successfully complete a written/oral exam, in-depth background investigation drug and medical evaluation.
- Must be able to report for work in case of emergencies.
- Must be able to work varied days and shifts: 8 or 10 hours per day, 40 hours per week.
- Operates motor vehicles and/or electric cars.

**JOB ACCOUNTABILITIES**

	% Time	Essential	Marginal	N/A
Supervises a team of Healthcare Security Officers (HSO) for assigned shift and site, overseeing security operation and maintaining security presence. Ensures officers are present, in optimum physical and mental condition, and aware of current and /or recent events related to their assigned site. Provides guidance on established procedures and protocols.				
Trains, inspects, and evaluates assigned officers on-post and on-duty. Demonstrates professional standards of conduct, and provides coaching and remedial training as necessary.				
Confirms identification of expired patients within Pathology (hospitals' morgue). Provides signature for paperwork releasing expired patients to correct mortuary company or coroner's office.				
Collaborates with the Healthcare Security Manager to schedule, assign, and prioritize work activity for assigned officers. Verifies, reviews, and submits administrative records, including time sheets, patrol logs, vehicle reports, and other reports, as required.				
Reports incidents and escalations, and conducts preliminary investigations. Prepares detailed incident reports, assessing critical issues and providing recommendations for resolutions.				
In the event of accidents, incidents, or emergencies, protects evidence for security investigations. Completes reports and logs by interviewing witnesses and recording observations, information, and occurrences.				
Serves as liaison with other departments, as required.				
Implements and enforces OSHA, CAL-OSHA, HIPAA, Joint Commission (TJC), Center of Medicare and Medicaid Services (CMS), the California Department of Public Health (CDPH) and/or hospital emergency codes to ensure the security, safety, and well-being of medical staff/employees, patients, visitors, and the premises. Maintains adherence to the university medical enterprise's policy and procedures relating to safety, health, and fire prevention.				
Directs traffic and gives directions, and escorts patients, as needed.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.