UNIVERSITY OF SOUTHERN CALIFORNIA
Healthcare Security Director
Job Code: 147017

Grade: 00  OT Eligible: No  Comp Approval: 2/25/2016

**JOB SUMMARY:**
Oversees the administration of public safety/security and law enforcement programs for Keck Medical Center. Takes any and all steps necessary to eliminate any unsafe conditions or threats in a proactive manner, which could result in personal injury, loss of assets or property damage. Serves as operations manager with oversight of Community Service Officer personnel in assigned department or division within the Department of Public Safety. May manage other public safety personnel as needed. Develops, plans and implements operational objectives and goals.

**JOB ACCOUNTABILITIES:**

*E/M/NA  % TIME

________ ________ Creates, implements, and maintains a comprehensive security program which reduces the potential for liability and protects the assets of assigned healthcare facilities while maintaining a safe, secure and threat free environment.

________ ________ Manages Community Service Officer personnel involved in providing protection to the campus community, buildings and facilities. May manage other public safety personnel as needed. Assists in recruiting, screening and interviewing applicants. Makes recommendations on hiring and terminations. Trains staff and counsels or disciplines as needed. Provides performance feedback and prepares documented appraisals.

________ ________ Represents the department at customers' manager meetings or internal departmental meetings and provides information, addresses any actual or potential problems, assesses needs and makes recommendations regarding public safety/crime problems and public safety programs. Develops objectives and tactical plans.

________ ________ Plans and conducts training and evaluates participant performance. Demonstrates techniques, equipment or procedures. Provides technical assistance for training purposes and for problem solving. Provides background and interpretation of departmental policies, procedures and guidelines. Ensures that the training conforms to departmental standards.

________ ________ Plans, schedules, assigns and prioritizes workloads on a daily basis. Ensures employees are adequately trained to promote continuity of operations during vacations and extended absences. Ensures timely completion of unit work. Investigates complaints about department service. Prepares comprehensive records and reports for assigned employees.

________ ________ Develops, recommends and implements program policies and procedures in conjunction with Joint Commission and HIPAA regulations. Manages the dissemination, interpretation and application of policies and procedures. Maintains security documentation as required for outside regulatory agencies (JCHHO, HIPAA, etc.)

________ ________ Administers program budgets and recommends or makes budgetary and resource
allocations. Authorizes expenditures including equipment, supplies and vehicles. Provides forecasts, projections and financial status reports as requested.

Develops audit plan for assessing security risks in the hospital and medical school units. Performs security audits, monitors compliance and performs risk assessments. Presents audit findings to hospital administration.

Participates in development, documentation, communication, testing and periodic review and revision of business continuity and disaster recovery plans.

Develops and administers Healthcare Security Competency Tasks and its associated checklist in collaboration with Area management.

Ensures full compliance with applicable laws, regulations, standards, policies and procedures. Acts to ensure that staff members understand and comply with applicable laws, regulations, standards, policies and procedures.

Oversees the Hospital Parking Lot Operations and access control systems.

Conducts follow-up investigations on losses reported incidents and/or safety hazards. Conducts interviews and prepares and submits the proper reports.

Assumes charge of field situations as needed.

Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety. Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY**

Essential: [ ] No

[ ] Yes  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.

**JOB QUALIFICATIONS:**

**Minimum Education:**

High school or equivalent

**Minimum Experience:**

5 years

**Minimum Field of Expertise:**

Directly related experience in the security related field, with exposure to parking and/or transportation management. Minimum five (5) years experience in supervisory or managerial level position, preferably in a healthcare environment. Direct experience as a Community Service Officer II or equivalent. Knowledge of applicable principles, regulations and laws. Possession of a valid California Class C driver’s license and a valid
State of California Department of Consumer Affairs Guard Card. Demonstrated communication, organizational, interpersonal and leadership skills. Valid Fire and Safety certification and if no card upon hire, one must be obtained within 90 days of hire.

Preferred Education:
- Bachelor’s degree
- Associate’s degree

Preferred Experience:
- 7 years

Preferred Field of Expertise:
- Bachelor’s degree or Associate’s degree in Administration of Justice, law enforcement, security, or criminology or have advanced military background. Knowledge of Hospital Occupational Safety and Health Administration (OSHA) and the Joint Commission of Accreditation for Healthcare Organizations (JCAHO) security standards. International Association for Healthcare Security and Safety (IAHSS) certification, Certified Healthcare Protection Administrator (CHPA) designation, Certified Healthcare Safety Professional (CHSP) designation and/or Certified Healthcare Environmental Manager (HEM) designation is desirable. Knowledge of parking and transportation systems and its related issues or problems. Hospital and clinical information systems security experience.

Skills: Other:
- Analysis
- Assessment/evaluation
- Budget control
- Coaching
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Managerial skills
- Organization
- Planning
- Problem identification and resolution
- Public speaking/presentations
- Scheduling
- Staff development
- Teaching/training

Skills: Machine/Equipment
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Personal mobile communication devices
- Photocopier
Radios - vehicle mounted and/or hand-held

**Supervises**:

**Level:**
- Manages through subordinate supervisors.
- May oversee student and/or temporary workers.

**Supervises**: **Nature of Work**:
- Service/Maintenance

**Comments**:
- 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, 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 carts.

**SIGNATURES**:

Employee: __________________________ Date: __________________________

Supervisor: _________________________ Date: _________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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