HEALTHTRUST
Workforce Solutions

DIVISION SCOPE OF SERVICE

Division: NORTH TEXAS
Classification: UNARMED SECURITY GUARD
Name of Applicant:

Unarmed Security Guard:
The Unarmed Security Guard must have the equivalent qualifications and competencies as employed individuals performing the same or similar services at the facility.

Definition of Care or Service:
The Unarmed Security Guard provides excellent customer service for the patients, visitors, and employees of the healthcare facility. They also provide a safe environment in the protection and services to healthcare patients, visitors, employees, medical staff, tenants and all other persons on the hospital campus. Security Guard utilize a systematic integration of personnel, technology and proactive and reactive programs.
Scope of Service may include:

- Provides assistance to customers, employees and visitors in a courteous and professional manner.
- Makes routine and random patrols of the hospital buildings and grounds
- Maintains daily log, documenting unusual activities during shift including unlocking secured areas after business hours
- Performs security patrols of designated areas on foot or in vehicle
- Watches for irregular or unusual conditions that may create security concerns or safety hazards.
- Investigates and prepares reports on accidents, incidents, and suspicious activities. Maintains written logs as required by the post.

Setting(s):

- HCA entities including healthcare facilities, free standing ED, Imaging Centers, HCAPS, Data Centers, Warehouses, etc.

Supervision: Chief Operating Officer, Vice President of Operations or designee

Evaluator: Hospital Director/ Manager (e.g. Facilities Mgmt, Safety & Security, Human Resources)

Tier Level: 2

eSAF Access Required: YES

Qualifications:

- High school diploma or GED
- HIPAA training
- Criminal background check - Not convicted of a crime related to violence/ moral turpitude
- Not listed on the Violent sexual offender/ predatory registry
- Required immunizations per divisional requirements
- Crisis Prevention Intervention (CPI) training

NOTE: Where education may not be defined in qualifications area of the Scope, HCA requires the highest level of education completed (not training or courses) confirmed on your background check.

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State Requirements:

- ❖ Unarmed Guards are non-commissioned Level II
  - Texas License : https://tops.portal.texas.gov/psp-self-service/
    The registration number is on the results page after searching the individual.
  - Texas temporary licenses – if the security officer is in the process of receiving the actual license please set expiration date out 6 months. The Temporary License will still need to be verified through the Texas Website: https://tops.portal.texas.gov/psp-self-service/

Experience:

- N/A

Competencies:

- Excellent customer service skills
- Knowledge of basic security principles.
- Skill in presenting oneself as being of high quality character.
- Skill in remaining courteous in difficult situations.
- Skill in communicating clearly and effectively in English.
- Skill in writing clear, concise, and comprehensive reports.
- Ability to remain in good physical condition to respond to daily rigors of the job.
- Ability to operate electronic security equipment.

References:

Document Control:

- **Content update 05/23/2024**

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____