

DIVISION SCOPE OF SERVICE

Division: MIDAMERICA
Classification: UNARMED SECURITY GUARD
Applicant Name:
<p>Unarmed Security Guard: Security Guard must have the equivalent qualifications and competence and function in accordance to HCA policies and state regulations, as defined by facility job description.</p> <p>Definition of Care or Service: The 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. Scope of Service may include:</p> <ul style="list-style-type: none"> • 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. <p>Setting(s):</p> <ul style="list-style-type: none"> • HCA entities including healthcare facilities, free standing ED, Imaging Centers, HCAPS, Data Centers, Warehouses, etc. <p>Supervision: Chief Operating Officer, Vice President of Operations or designee</p> <p>Evaluator: Hospital Director/ Manager (e.g. Facilities Mgmt, Safety & Security, Human Resources)</p> <p>Tier: 2</p> <p>eSAF Access Required: YES</p> <p>Qualifications:</p> <ul style="list-style-type: none"> • Minimally 18 years of age • High school diploma or GED • No dishonorable discharge from the military • Must be a U.S. citizen or a foreign citizen authorized to legally work in the United States • 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 <p>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.</p> <p>State Requirements:</p> <ul style="list-style-type: none"> • MO Highway Patrol Background Check • MO EDL

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- Pass any state-required training or other qualifications for unarmed security guard licensing (excludes locations where there is no city/state licensing requirements)
- The Security Guard License:
 - **Kansas** – Licensure required by City-Level (not currently required).
 - **Missouri** – Licensure required by City-Level, currently required for:
 - **Independence, MO** – CenterPoint Hospital
 - WatchGuard Permit (accepting receipts) same as a security license
 - Link: <https://www.ci.independence.mo.us/buslicense/SearchEmpPermit>
 - **Lee's Summit, MO** – Lee's Summit Medical
 - Lee Summit Police Dept Private Security License
 - **Kansas City, MO** – Research Medical and Research Psych Center
 - Private Security License
 - **Louisiana** – Licensure required by State Level.
 - G4S will supply a stamped Louisiana State Board of Private Security Examiners application/cover sheet. This will be the only evidence for up to 120 days.
 - If guard does not come up in the tool, apply 120-day grace period from date of letter.
 - **Mississippi** – No license required.

Other Qualifications:

- Current De-escalation training certificate (minimally every 2-years) – collected by the hospital
- Physician fit for duty document that indicates the individual is able to stay on his or her feet for eight consecutive hours, walk long distances up to five miles per day, climb four flights of stairs and have the physical strength to confront whatever situation is unfolding, and the ability to lift up to 50 pounds.
- This position requires an individual to be able to stay on his or her feet for eight consecutive hours.

Competencies:

- Customer service education (new hire / annual refresher)
- Use of Force/ Restraint education (new hire / annual refresher)
- Basic security principles education (new hire)
- 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
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE) when required
 - Required immunizations per Division requirements
 - Complies with Isolation precautions
 - Maintains sterile field

References:

- Louisiana – <https://www.lsbpselicense.com/portal#/lookup>
- Independence, MO – <https://www.ci.independence.mo.us/buslicense/SearchEmpPermit>
- Lee's Summit, MO – <https://cityofls.net/police-department/permits/security-permit>

Document Control:



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- Previously named: Security Guard – Unarmed
- Content updates 03/07/2018
- Content updates 11/05/2019
- Cosmetic updates 7/23/2021
- Content Update 6/14/2024

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: _____