

## **DIVISION SCOPE OF SERVICE**

**Division: NORTH FLORIDA**

**Classification: UNARMED SECURITY GUARD**

**Name of Applicant:**

### **Unarmed Security Guard:**

The Unarmed Security Guard must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.

### **Definition of Care or Service:**

The Unarmed Security Officer 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 officers 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.
- Demonstrates Clinical and Service excellence behaviors to include code of HCA Healthcare conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.

### **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:**

- Must be a U.S. citizen or a foreign citizen authorized to legally work in the United States
- 18 years of age, unless state requires older
- No dishonorable discharge from the military
- Not convicted of a crime related to violence/ moral turpitude
- No history of alcohol, drugs or mental illness
- Able to work with adults and children who may be at risk.
- Must be able to possess/obtain a state Security Guard license
- Complete HCA DHP credentialing process (passing background check, drug check, immunizations)
- Crisis Prevention Intervention (CPI) training

**NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the**

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highest level of education completed (not training or courses) confirmed on your background check.

**State Requirements:**

- Florida: Unarmed Guards require D License.

**Experience:**

- N/A

**Competencies:**

The Unarmed Security Guard will demonstrate:

- 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:**

- FL Verification: <https://licensing.freshfromflorida.com/access/individual.aspx>

**Document Control:**

- Content updates 2/13/2018
- Content updates 6/23/2020
- Content updates 6/23/2024

**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:** \_\_\_\_\_