DIVISION SCOPE OF SERVICE

Division: TRISTAR
Classification: UNARMED SECURITY GUARD
Applicant Name:

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.
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: • 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:** 2 **eSAF Access Required:** YES
Qualifications: • 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 DHP 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.
State Requirements: • <u>Kentucky</u>: No license required. • <u>Georgia</u>: No license required.

DIVISION SCOPE OF SERVICE

- Tennessee:
  - TN Unarmed Security Guard License
    - Unarmed guards can work with a pending license.
    - Can work for 75 days from date of primary source verification.

Experience:
- N/A

Competencies:

The Unarmed Security Guard will demonstrate:

- 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:
- TN Verification: http://verify.tn.gov/

Document Control:
- Content updates 3/7/2018
- Previously named Security Guard - Unarmed
- Content updates 5/13/2020
- Content updates 6/10/2024

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: _____