

## DIVISION SCOPE OF SERVICE

<b>Division:</b> CAPITAL
<b>Classification:</b> UNARMED SECURITY GUARD
<b>Applicant Name:</b>

  

<p><b>Unarmed Security Guard:</b> The Unarmed Security Guard must have the equivalent qualifications and competencies as employed individuals performing the same or similar services at the facility.</p>
<p><b>Definition of Care or Service:</b> 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 utilizes a systematic integration of personnel, technology and proactive and reactive programs. Scope of Service may include:</p> <ul style="list-style-type: none"> <li>• Provides assistance to customers, employees and visitors in a courteous and professional manner. Makes routine and random patrols of the hospital buildings and grounds</li> <li>• Maintains daily log, documenting unusual activities during shift including unlocking secured areas after business hours</li> <li>• Performs security patrols of designated areas on foot or in vehicle</li> <li>• Watches for irregular or unusual conditions that may create security concerns or safety hazards.</li> <li>• Investigates and prepares reports on accidents, incidents, and suspicious activities. Maintains written logs as required by the post.</li> <li>• 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.</li> </ul>
<p><b>Setting(s):</b></p> <ul style="list-style-type: none"> <li>• HCA entities including healthcare facilities, free standing ED, Imaging Centers, HCAPS, Data Centers, Warehouses, etc.</li> </ul>
<p><b>Supervision:</b> Chief Operating Officer, Vice President of Operations or designee</p> <p><b>Evaluator:</b> Hospital Director/ Manager (e.g. Facilities Mgmt, Safety &amp; Security, Human Resources)</p> <p><b>Tier Level:</b> 2</p> <p><b>eSAF Access Required:</b> YES</p>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• High school diploma or GED</li> <li>• HIPAA training</li> <li>• Criminal background check - Not convicted of a crime related to violence/ moral turpitude</li> <li>• Not listed on the Violent sexual offender/ predatory registry</li> </ul> <p><b>NOTE:</b> Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p><b>State Requirements:</b></p> <ul style="list-style-type: none"> <li>• <b>Virginia:</b> <ul style="list-style-type: none"> <li>○ <b>Armed and Unarmed</b> – Can work while Private Security Service Registration and Firearm Endorsement is being processed.</li> </ul> </li> </ul>



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- G4S will provide a Licensure Waiver Letter.
- G4S will provide Final paperwork for the working card (can be after or during the 120 days).
  - The final Guard Card will have the following that we need to track:
    1. Registration Date
    2. Firearms Date
- **New Hampshire:** State license
  - The license from New Hampshire's Department of Safety must list the current employer on it.
    - If a different employer is listed we can provide a 45 day grace period once we receive the below:
      - A completed State of New Hampshire application for Security Guard license
      - A receipt with the payment date

### **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.
- Required immunizations per DHP divisional requirements
- 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:**

License Verification Link on DCJS Site:

<https://www.cms.dcjs.virginia.gov/GLSuiteWeb/Clients/VADCJS/Public/IndividualVerification/Search.aspx>

### **Document Control:**

- Content updates 12/8/2017
- Previously named Security Guard – Unarmed
- Content updates 4/24/2020



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