

**BOARD OF REGENTS
STATE OF IOWA
REGENT MERIT SYSTEM**

Class Title: Hospital Security Officer

Class Code: 7581

Pay Grade: 308

GENERAL CLASS DESCRIPTION:

Under general supervision, patrol assigned areas to ensure a safe and secure environment for patients, visitors, and staff in the buildings and grounds of the University of Iowa Hospitals and Clinics. Controls and monitors access in and out of university buildings and monitors burglar and fire alarm systems as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Exercises control over main entrance and Emergency Treatment Center (ETC) entrances to the UIHC as well as the main registration area by providing: general assistance to patients, information, parking, traffic control, wheelchair assistance, observation of potential trouble situations.
2. Assist with patients, visitors, and staff entering UIHC complex with the Visitor Management Program and Guest Services to meet regulatory requirements.
3. Regularly checks equipment in order to provide fire safety reporting repairs or refills which may be necessary. Maintains open access to fire exits, hose cabinets and extinguishers. Operates fire computer on daily basis and other fire equipment as assigned. Provides fire safety training as directed and responds to all fire alarms.
4. Checks buildings in assigned area for security and checks doors, windows, lights, and equipment. Records and reports all damage for repairs to Engineering Services.
5. Keeps unauthorized personnel out of UIHC after hours, controls access to areas based on assignments, maintains regular contact with other security officers, and calls University Police Officers in case of need.
6. Maintains safety of patients, visitors, and staff by reporting all safety hazards for repair or removal. Posts signs for safety and directional information. Provides instructions in safety practices to hospital staff and directions to patients and visitors during any internal or external disasters.

The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed nor is it intended that related duties cannot be required.

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7. Executes surveillance of all suspicious and possibly unsafe actions or conditions and assists staff when necessary, with unruly patients or visitors. Complete appropriate reports on thefts and unusual incidents.
8. Respond to violent encounters involving patient, visitors, and staff members as well as medical emergencies, fires, and routine calls for service.
9. Locks and unlocks doors based on schedules and requests.
10. Responds to questions and calls from people in the community to assist with directions, locations, and other service-oriented needs.
11. Work as a liaison to UIPD in conducting investigations and regulatory reporting.
12. Assists with traffic control as needed.
13. Assists Security personnel. Provides instruction in safety practices to students, staff and public as needed.
14. Manages the Lost and Found unit, tracking and disbursement of lost and found items.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of department-specific, hospital and University of Iowa policies and procedures regarding emergency and operational plans.
2. Knowledge of applicable criminal and civil laws and policies pertaining to the administration of security at the UIHC.
3. Knowledge of fire safety and general safety concepts pertaining to a health care setting.
4. Knowledge of hazardous materials, right-to-know law and spill response.
5. Ability to operate sophisticated electronic communication, surveillance and operational equipment.
6. Ability to comprehend numerous policies, procedures, concepts and to be able to respond using discretion and interpretive judgment based on general and specific policies.
7. Ability to operate computers and programs.
8. Ability to retain knowledge, information, and directions on an on-going basis.
9. Ability to communicate effectively with patients, visitors, medical, nursing, and others.

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10. Ability to receive general direction, both verbal and written.
11. Ability to respond in emergency situations effectively and be able to make quick and appropriate decisions.
12. Ability to intervene in crisis management situations which may pose physical harm to those involved.
13. Ability to physically restrain persons when necessary and intervene in life threatening situations.
14. Ability to understand certain legal concepts involving restraining/retaining patients, visitors and staff.
15. Knowledge of cardiopulmonary resuscitation/AED and first aid and bloodborne pathogens exposure procedures.
16. Knowledge of portable fire extinguishers.
17. Knowledge of the geography of the Hospital.
18. Ability to walk and climb stairs.
19. Ability to lift and carry fifty pounds.
20. Ability to work outside in extreme weather conditions.
21. Ability to see and hear accurately in both day and nighttime conditions.
22. Ability to maintain accurate records.

MINIMUM ELIGIBILITY REQUIREMENTS:

1. Two years' experience in security and safety, or fire safety, or law enforcement; or
 - One year of post-high school education related to security and safety and one year of experience in security and safety; or
 - Two years of post-high school education related to security and safety.
2. Possession of appropriate driver's license.
3. Ability to obtain basic certification from International Association for Healthcare Security and Safety (IAHSS) within 6 months of hire and maintain certification for duration of employment.