

The OHA mission is helping people and communities achieve optimum physical, mental and social well-being through partnership, prevention and access to quality, affordable health care. OHA’s work is organized into three broad goals: Improve the lifelong health of all Oregonians, increase the quality, reliability and availability of care for all Oregonians and lower or contain the cost of care so it is affordable to everyone.

OHA values service excellence, leadership, integrity, health equity, innovation and partnership.

Oregon State Hospital (OSH) is a Division of OHA with the mission to provide therapeutic, evidence-based, patient-centered treatment focusing on recovery and community integration, all in a safe environment. OSH has two campuses, Salem and Junction City.

The Safety & Security Department of OSH-Salem functions as the primary department for ensuring the safety and security of patients, staff and visitors. The services we provide to the hospital includes the following: management of the Reception Center, central communications and access control/dispatch center, hospital physical security operations, OSHA safety program and injury prevention, conducting safety & security inspections, emergency preparedness and business continuity, fire, life safety and security training, and psychiatric emergency response teams. The Department operates 24 hours per day, 7 days a week, and focal point for the Oregon State Hospital. Our core values are Professionalism, Service, and Excellence. The Department operates 24 hours per day, 7 days a week.

The mission of the Safety & Security Department at Oregon State Hospital is to enhance the Environment of Care by promoting safety and ensuring the security of patients, staff and visitors. In synergy with our partners, we strive for efficiency, collaboration and customer service with a goal focused on exceptional patient care, recovery and community integration. Our core values are Professionalism, Service, and Excellence.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

The primary purpose of the position, working title Security Operations Manager is to manage budget and fiscal projections for the unit/shift; develop policies & protocols; collaborate with Safety & Security Administration to improve processes, gather data; conduct data analysis; comply with regulations set forth by The Joint Commission and Centers for Medicare and Medicaid Services; and to manage daily hospital security operations including perimeter patrol, contraband search and seizure, ground & physical security and access control & dispatch units. Ground and physical security includes activities to ensure the integrity of the secured perimeter, visitation processing, investigations, responds to emergent codes, manage courts, and manage admissions. In addition this position plays a critical role in developing rapport with stakeholders we serve and ensuring the safety and security of staff, patients and visitors. This position will work directly with the Department's administration and management team in ensuring OSH and department goals and objectives are accomplished. This position reports directly to the Deputy Director of Safety & Security.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

% of Time	N/R/NC	E/NE	DUTIES
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15	N	E	<p>Strategic Planning & Operations</p> <ul style="list-style-type: none"> • Provide short and long-term strategies related to hospital security operations to accomplish unit and department goals and mission that support OSH's vision and mission. • Develop program policies and protocols. • Conduct continuous assess of the program's effectiveness and identify successes and opportunities for improvement. • Determine and plan budgetary needs of the hospital security operations and unit, and track expenditures. • Determine resource allocation including personnel, equipment and supplies to ensure operational capability. • Collaborate in OSH committees including Safety, Environment of Care, CIRP and other applicable committees to promote safety and security. • Develop matrixes and reports related to security operations to Department and OSH leadership.
65	N	E	<p>Hospital Security Program Management</p> <ul style="list-style-type: none"> • Ensure OSHA, TJC and CMS regulatory and ORS compliance related to the Environment of Care, safety and security. • Participate in the regulatory inspections and audits performed by OSHA, TJC, CMS and other regulatory agencies. • Conduct daily briefings to department, program and unit personnel. • Supervise, plan, assign, approve, and follow-up with daily activities to staff assigned to the unit including but not limited to the following: <ul style="list-style-type: none"> • Staff shift and security functional scheduling • Security support for admissions, court hearings, and forensic evaluation services • Perimeter and mobile patrol • Patient visitation process including visitor searches for contraband and prohibited items • Unit and patient searches for contraband • Access control to a secure perimeter • Coordinate and/or assist with the following programs: <ul style="list-style-type: none"> • Communications Log and Computerized Aided Dispatch System • OSH Parking Policy enforcement • Patient, staff and visitor identification badge program • CJIS and LEDS program

			<ul style="list-style-type: none"> • Critical Incident Notification System • Video surveillance review program • CIRP investigations • Provide customer service to stakeholders including local law enforcement, clinical departments, Operations department, patients, staff and visitors. • Mediate and resolve conflicts that arise related to customer service delivery to stakeholders. • Coordinate security response to emergency incidents including Code Blue, Code Red, Code Greens, Code Yellows, Code Silver and other emergency incidents requiring safety and security response. • Collaborate with Safety & Security Operations Analyst and Training Coordinator in security operation projects that lead to process improvement, accreditation, certification and licensure of OSH campuses. • Collaborate with department administration and LEAN team members to ensure compliance with hospital LEAN program requirements including attending required meetings, metrics and primary display boards. • Consult with OSH staff, Oregon State Police, local law enforcement to coordinate investigations, identify problems and improve the safety & security for staff, patients and visitors. • Generate reports and matrixes related to hospital security operations, and report findings to appropriate committees and work groups. • Work with schedulers to ensure adequate staffing are met to accomplish hospital security operations. • Approve API and leaves for unit personnel. • Enforce and maintain a professional work environment. • Collaborate with SEIU representatives and staff. • Enforce OHA, OSH and department policies and protocols.
10			<p>Personnel Management</p> <ul style="list-style-type: none"> • Recommend the hirings of new staff and participate in hiring committees. • Conduct onboarding and annual performance review of staff. • Conduct staff coaching, fact-finding and disciplinary activities. • Manage and maintain staff personnel file.
5%			<p>Meetings and Training</p> <ul style="list-style-type: none"> • Conduct weekly or as needed training for Hospital Security Operations personnel. • Attend daily Safety & Security briefings as necessary. • Attend weekly department management meetings and provide update on tracked data and projects.

			<ul style="list-style-type: none"> Attend training courses offered by OHA, OSH, FEMA, DPSST, and other outside agencies to increase knowledge base and apply knowledge to improve operational efficiency. Complete all mandatory OSH and OHA annual training in a timely manner. Coordinate with the department's Training Coordinator to develop a training plan for hospital security staff.
5%	N	E	<ul style="list-style-type: none"> Performs other duties and activities assigned by the Hospital Security and Reception Center Manager and the Director of Safety & Security.
ONGOING	NC	E	<p>Core Values</p> <ul style="list-style-type: none"> As an employee of Oregon State Hospital, demonstrates awareness, understanding and alignment in service delivery with the OHA Core Values of Service Excellence, Leadership, Integrity, Partnership, Innovation and Health Equity. Represent and promote the department core values of Professionalism, Service and Excellence. Maintain a professional appearance and approach at all times. Provide excellent customer service at all times. Be a strong leader and an effective manager.
ONGOING	NC	E	<p>Cultural Competency and Diversity</p> <ol style="list-style-type: none"> Consistently treats consumers and co-workers with dignity and respect. Demonstrates recognition and appreciation of the values of individual and cultural differences. Assures that service delivery is provided in a culturally competent way; assures that printed material are available in different languages as needed and/or in alternate format; bilingual services are available and facilities are accessible for all consumers. Understands how to access OSH Cultural Diversity Manager with questions or practical assistance with service delivery.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Frequent contact with family members, members of the general public, and psychiatric patients in an institutional or hospital setting who may become angry, hostile and/or violent.

May be exposed to inclement weather and emergency conditions.

May be exposed to communicable disease.

This position works a professional workweek, Monday thru Friday, 8:00 AM - 5:00 PM. They incumbent's schedule can be flexed to meet the needs of the department needs.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures:

Federal and state laws governing care and treatment of persons receiving psychiatric care and treatment.

Joint Commission standards for inpatient psychiatric hospital services and residential treatment services.

Hospital and State Licensing Standards for Inpatient services and Residential services.

Oregon Revised Statutes pertaining to criminal offenses.

Oregon Administrative Rules for Addictions and Mental Health Division and DD Services Division and Psychiatric Security Review Board (PSRB) pertaining to management and treatment for patients.

Federal and state OSHA regulations.

OSH/DHS/OHA Policies and Protocols.

Safety & Security Department Policies and Procedures.

Facility Requirements: State Fire Marshal's Office, Building Codes, Oregon OSHA, Environment of Care.

b. How are these guidelines used?

Provides a general framework for program management and development. Requires interpretation and development of practical applications of quality standards. Provides interpretation of laws and policies as they apply to employees, patient, families, visitors and the public. Knowledge of these are used to meet hospital compliance to policies, procedures, codes, rules, laws, and standards.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Who Contacted	How	Purpose	How Often?
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Patients	Telephone/In person/Written	Information/Direction	Daily
Advocates	Telephone/In person/Written	Information/Direction	Daily
Families	Telephone/In person/Written	Information/Direction	Daily
Agency Staff	Telephone/In person/Written	Information/Direction	Daily
Other State Agencies	Telephone/In person/Written	Information/Direction	Daily
Law Enforcement Agencies	Telephone/In person/Written	Information/Direction	Daily
OSH Staff	Telephone/In person/Written	Information/Direction	Daily
Vendors and Contractors	Telephone/In person/Written	Information/Direction	Daily

SECTION 7. POSITION-RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions:

Effectively interpret, support, and participate in complying with all policies and procedures, rules and regulations, codes, laws, and standards. Inability may result in disciplinary actions, fines, loss in funding, and hospital closure.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Classification Title	Position Number	How	How Often	Purpose of Review
PE/M D		Phone/In person /other methods (e-mail/memo), regular confers, staff meetings, customer feedback, employee feedback and observation	Daily, Weekly, Annually	Consultation on work progress as appropriate, discuss problem-solving as needed, assures appropriate decisions; annual review

SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? 12
 How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|---|--|
| <input checked="" type="checkbox"/> Plan work | <input checked="" type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work | <input checked="" type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Responds to grievances | <input checked="" type="checkbox"/> Gives input for performance evaluations |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" type="checkbox"/> Prepares and signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification.

All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.

Must be able to obtain and maintain access to FBI Criminal Justice Information Service systems, which is determined through a National Fingerprint Based Criminal History Record check.

Must be able to be Certified and maintain Certification at the inquiry and entry levels for the Law Enforcement Data System Terminal.

Must have an acceptable driving record and Valid Driver's License from state of residency and meet requirements of insurability for DHS/OHA.

Demonstrated competency in both written and verbal communications, necessary to the performance of all areas of work.

Demonstrated competency to operate a computer and be willing to learn new technology as required.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Operating Area	Biennial Amount (\$00,000.00)	Fund Type

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date