

## **City of Grand Rapids Job Description**

**Job Title:** **Lead Hospital Security Officer**  
**Department:** Police  
**FLSA Status:** Non-exempt  
**Approved By:** City Council  
**Approved Date:**

### **Summary**

Performs tasks substantially similar (in terms of nature and level) as the employees under his/her leadership. Protects people and property at Grand Itasca Clinic and Hospital and related facilities, maintaining security and performing related work as required or assigned. In addition, has responsibility for assisting the Police Department Supervisor in carrying out certain aspects of the supervisor's responsibility. Works collaboratively with law enforcement agencies and hospital staff under the supervision of a Grand Rapids Police Captain.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Provides leadership in the day-to-day operations in order to achieve a safe and secure environment for patients, visitors and staff.
- Provides coaching to team members and will report to the Police Captain assigned to Hospital Security.
- Tracks security activity/calls and maintains monthly reports.
- Represents Hospital Security at all pertinent Grand Itasca Clinic and Hospital meetings.
- Oversees training regarding questions on policies, etc.
- Maintains security at the Grand Itasca Clinic and Hospital on foot or in a vehicle, to preserve the peace, prevent and discover the commission of crime.
- Receives complaints and solves problems/issues in an effective and tactful manner..
- Responds to calls and complaints from Grand Itasca staff regarding the safety of facilities and grounds.
- Provides first aid for injured persons.
- Takes action to minimize disruptions; at Grand Itasca Clinic & Hospital, including other facilities.
- Prepares written reports to document activities;
- Responds to emergencies affecting patients, staff and members of the public.
- Coordinates activities with police and fire department personnel in response to emergencies on hospital/clinic grounds and facilities.
- Provides protective services to hospital/clinic employees and visitors upon their request.
- Reports and documents activities and situations that require the attention of Grand Itasca staff including safety hazards and property damage.
- Responds to questions, provides information and gives directions or aid as requested by Grand Itasca staff and the public.
- Provides after hours security checks to Grand Itasca Clinic and Hospital and other facilities.
- Directs traffic and assists with crowd control as needed.
- Makes informational presentations as requested (i.e. Citizens Academy).
- Gathers information and constructs reports for evidentiary purposes and provides testimony in court as required.
- Staff scheduling.
- Orders and maintains uniforms, equipment, and schedules squad car maintenance.
- Coordinates and documents training of security officers.
- Leads security officer meetings (quarterly).
- Attends and participates in hospital committee meetings to include, but not limited to, Violence Prevention, Emergency Preparedness, and Environment of Care.
- Other duties as assigned.

**Knowledge, Skills, Abilities Required:** The requirements listed below are representative of the knowledge, skill, abilities required to complete the essential functions at a satisfactory level.

- Knowledge of City of Grand Rapids City Policies, Grand Rapids Police Department Policies, Grand Itasca Clinic and Hospital Policies.
- Knowledge of and the ability to complete Officer Reports and daily logs.
- Knowledge of the appropriate use of the TASER.
- Knowledge of and the ability to use police and hospital radio communication equipment.
- Knowledge of the appropriate use of handcuffs.
- Ability to assist with patient restraints.
- Ability to operate standard office equipment and software.
- Ability to work rotating shifts, including emergency call outs.
- Ability to establish and maintain effective working relationships with medical staff, co-workers, supervisors, social service agencies, other public safety entities and members of the public.

**Competencies Required:**

- **Honesty and integrity**
- **Confidence**
- **Inspire others**
- **Commitment and Passion**
- **Good Communicator**
- **Decision-Making Capabilities**
- **Accountability**
- **Delegation and Empowerment**
- **Creativity and Innovation**
- **Empathy**
- 

**Education and/or Experience**

High school diploma or GED. Minimum of 2 years post-secondary education. Experience working within a public safety agency and some knowledge of police procedures are desirable.

**Physical Demands**

The work requires the regular exertion of up to 10 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires standing and walking, frequently requires sitting, speaking or hearing and using hands to finger, handle or feel and occasionally requires stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling, lifting and repetitive motions; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceived information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work frequently requires exposure to outdoor weather conditions and occasionally requires exposure to blood borne pathogens and may be required to wear specialized personal protective equipment; work is generally in a moderately noisy location (e.g. business office, light traffic).

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

*This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Special Requirements**

- Obtain and maintain CPR/First Aid certification within a reasonable period as determined by the Grand Rapids Police Department.
- Complete and maintain TASER Training requirements as determined by the Grand Rapids Police Department.
- Complete and maintain Use of Force and Defensive Tactics Training, including use of non-lethal options, such as OC/Pepper spray, as required by the Grand Rapids Police Department.
- Possess a Valid Minnesota Driver's License.