

## **JOB SPECIFICATION AND JOB DESCRIPTION**

<b>Organization:</b>	<b>Kingston Public Hospital</b>
<b>Job Title:</b>	Security Manager
<b>Department / Section:</b>	Security
<b>Title of Immediate Supervisor:</b>	Chief Executive Officer

### **Job Summary**

The Security Manager is responsible for directing and coordinating the overall activities of the Security department and supervising the work of Security officers in the protection and safety of the Hospital's patients, employees and Hospital property.

### **Job Specification**

#### **Qualification and Experience Required**

- Diploma/Training in Security Strategies/Services or equivalent
- 5 CXC's including English Language and Mathematics or equivalent
- At least 3 years working experience in a related area.
- Training in Supervisory management
- Retired Police Officer or Solider( Police Officer rank no less than Superintendent and Solider no less than a Colonel or Major)

#### **Specific Skills or Competence Required**

- Thorough knowledge of Security strategies and related occupation hazards as well as corresponding safety precautions necessary for the effective delivery of security services
- Sound judgement and experience in planning and organizing in order to accomplish goals
- Excellent Supervisory Skills
- Ability to multi-task and respond quickly to emergency situations
- Excellent interpersonal and team-building skills
- Working knowledge of Microsoft Office, spreadsheet and database applications

**Working hours:** **8 hours per day (Mondays – Fridays)**  
Must be available to work week-ends and outside normal working hours when required

**Reporting Relationships**

**Direct Supervision Received from:** **The Chief Executive Officer**

**Indirect supervision received from:** N/A

**Supervision Given to (Directly):** All Security Officers

**Supervision Given to (Indirectly):** N/A

**Liases with (Internally):** All departments of the Hospital

**Liases with (Externally):** Private Security Contractors, Members of the Police Force

**Duties and Responsibilities:**

- Assigns, monitors and supervises the work of Security Officers
- Establishes standard policies and procedures for recruitment of security personnel
- Formulates and supervises the execution of the security plan for Hospital
- Undertakes/coordinates the training of security personnel as needed
- Conducts frequent front and ‘back of house’ checks to ensure that correct procedures are followed and that security officers adhere to the established grooming and conduct codes
- Conducts regular operational meetings to review, monitor, adjust and upgrade the performance of the department
- Investigate security incidents and where criminal activity occurs; assist the Police in their investigations.
- Maintains a Hospital Log book on incidents, complaints, etc and refer them, if required, to the appropriate department for follow up action.
- Ensures the security of patients’ rooms, general offices and Hospital property.
- Ensures that all security personnel are aware of Fire and Emergency procedures and their responsibility in an emergency.
- Implements and enforces Safety regulations and “house” rules.
- Inspects work stations for conformance to established standards.
- Ensures that entries are properly recorded in Log books on a timely basis and corrective action taken where breaches occur.

- Directs and supervises the activities of the staff in the Security department including the scheduling and assignment of tasks.
- Required to do thirty (30) hours Customer Service Training and Quality Assurance Training
- Performs any other related duties as assigned by the Chief Executive Officer.

**Authority to:**

1. Handle and resolve all security related queries and complaints in an efficient manner and to establish an amicable relationship with all clients, customers and visitors to the Hospital.
2. Assign duties to staff under supervision
3. Take corrective action where indicated
4. Review performance of staff under supervision
5. Recommend overtime to the Accountant/CEO for staff under supervision
6. Recommend staff for commendation or discipline
7. Recommend procedural changes for greater efficiency

**Performance Criteria**

1. Level of effectiveness of Security services.
2. Level of efficiency, timeliness and accuracy of work of staff in the Security department
3. Reduction/elimination of complaints regarding operations of the Security department
4. Reduction of incidents of trespassers in unauthorised sections of the Hospital
5. Level of general decorum and supervisory skills displayed.

**Prepared by:**

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Human Resources department

**Reviewed by:**

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Chief Executive Officer

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Signature

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Date

**ACKNOWLEDGEMENT OF RECEIPT OF JOB DESCRIPTION**

**I have received a copy of the Job Description and have read, understood and agreed to the contents.**

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Name of Employee

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Signature

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Date