



Dilkon Medical Center

Job Vacancy Announcement #DDH-23-69

Closing Date: Open until filled

POSITION TITLE: Security Guard

DEPARTMENT: Security

Position Summary:

Under general supervision of the Deputy Security Guard Supervisor with in-direct supervision by the Supervisory Security Guard, the Security Guard responsible for protective services in guarding property, and safeguarding patient and visitors in and around the clinics. Provides patrol services for the protection of life and property by preventing fires, theft and vandalism. Maintains availability on days, evenings, rotating shifts and holidays and outside of scheduled shift. Uphold the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Patrols area by foot and/or vehicle to check alarms, locks, fences, gates and other barriers to assure they area secured to prevent theft or damage to WIHCC property, equipment, tools, supplies and other.
- Patrols perimeters to detect faulty fences and detention equipment, trespassing violations, and attempted thefts of WIHCC or personal property.
- Patrols buildings and GSA vehicles daily.
- Monitors access to restricted areas such as the Pharmacy, Human Resources, IT, Finance and other areas such as storage areas, etc.
- Controls personnel access by monitoring the identification of individuals entering controlled areas.
- Provides direction and guidance of rules and regulations.
- Alerts supervisor and others of suspicious activities and/or unauthorized activity following established guidelines, rules, regulations.
- Receives and acts on calls concerning reports of violations or complaints.
- Observes and reports traffic safety hazards, including parking violations.
- Escorts unruly visitors to the perimeter of facility following established policies, procedures and guidelines.
- Performs spot check of employee identification badges, property passes, registration, as necessary, to deter loitering and solicitation.
- Responds to emergency calls for assistance to control patients and visitors to control disorderly patients, students, contractors, employees and visitors.
- Provides traffic control during congestion, construction, etc., directing traffic and controlling movement of vehicles and pedestrians; enforces campus speed limits and reports.
- Assists motorists who become lost or stranded on clinic property.
- Provides security during VIP visit; escorts individuals to their POV as needed.
- Participates in WIHCC Emergency Management Plan performing duties including, but not limited to, directing traffic, securing facility perimeters.
- Accompanies police officers responding to complaints or report of alleged disturbances and/or potential crimes.
- Alerts appropriate personnel in the event of an emergency situation such as a fire, bomb threat, severe inclement weather; and alarm activation; staffs posts to control building entry, effecting orderly evacuation, and use of a fire extinguisher.
- Maintains current information in lost and found logs. Notifies individuals when items reported as missing are located.
- Responds during external and internal disasters and reports to all appropriate WIHCC Emergency Codes.
- Prepares various types of legible written reports, i.e., during encounters with individuals such as complaints, witnesses, disruptive employees, patients or visitors, unsafe conditions, storage or location of materials, including personal property that are vulnerable to theft or damage.
- Writes and maintains accurate, clear and legible incident reports and documents investigatory steps and results, including departmental activity logs documenting shift activity.
- Requires completion of tasks or duties assigned by a supervisor.

- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

High School Diploma or GED. Six months of related security, or military experience. Must possess a valid CPR /First Aid Certifications within nine months of hire. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge of strong work ethics in the workplace.
- Knowledge of security concepts and practices.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to attend all mandatory trainings and security trainings required by WIHCC.
- Ability to maintain confidentiality of highly sensitive information.
- Ability to cope with high stress situations in a competent, non-threatening non-confrontational and professional manner.
- Ability to wear protective clothing or gear.
- Ability to work in a setting involving everyday risks or discomforts which require normal safety precautions used in security guard duties.
- Ability to safely use tools of the position such as handcuffs, baton, pepper spray, fire extinguisher.
- Ability to interact effectively with a wide variety of individuals utilizing interpersonal skills.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 100 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.