



Position Title: Safety and Security Specialist

Department: Program Services

Reports To: Coordinator of Spiritual Care and Well-being

Grade:

Statement of Duties

Duffy Health Center is a patient-centered medical home, and every role requires functioning effectively using a team-based approach. The Safety and Security Specialist promotes the mission of Duffy Health Center by providing a trauma-informed, welcoming presence that ensures the safety and security of consumers and staff within the facility, grounds and parking lots. The Safety and Security Specialist will use evidence-based practices (e.g., Trauma Informed Care, Diversity Equity and Inclusion, De-Escalation techniques) to offer a compassionate and calming presence while interacting with and assisting consumers.

Position Functions

The essential functions or duties listed below are intended only as illustration 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 work is similar, related, or a logical assignment to the position.

1. Maintain a safe environment by providing a constant presence on the Duffy Health Center grounds, in the waiting room and throughout the facility
2. Greet patients and other guests, monitor the flow of people entering and exiting the building. Help guests to find an appropriate waiting space, based on observation of patient/client needs and demeanor. Maintain a calm, respectful environment in waiting areas.
3. Independently interact and establish a positive rapport with a culturally diverse population that may be experiencing homelessness, substance use disorders and mental illness.
4. Alert/activate Crisis Response Team and Medical Response Team, coordinating with others including Front Desk staff.
5. Participate in trauma informed critical incident de-escalation and management.
6. Participate as a member of the Workplace Safety Committee.
7. Submit incident reports in a timely manner.
8. Perform safety rounds within the building and grounds and ensure doorways are free from people congregating.
9. Builds relationships with local police and fire first responders.
10. Work collaboratively with members of the multi-disciplinary team at Duffy Health Center.
11. Participate in routine supervision meetings.
12. Participate in staff meetings as required
13. Perform other duties as assigned.

Accountability

The nature of work means that errors can be easily detected, usually by the employee. Consequences of errors, missed deadlines or poor judgment may result in minor confusion, involving minimal time



and expense for correction, such as failure to involve the team in emerging situations and failure to file reports in a timely fashion.

Judgment

Well defined or detailed rules, instructions and procedures cover all aspects of work. Judgment involves choosing the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Supervision

Work is performed under general supervision by the Coordinator of Spiritual and Trauma-Informed Care. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed. In many cases, the work is self-checking, for example, requiring accounts to balance before proceeding.

The employee may be aware of confidential client information.

Nature and Purpose of Personal Contacts

Relationships with co-workers and the general patient population involving frequent explanation, discussion or interpretation of practices, procedures, regulations, or guidelines in order to render service, plan, or coordinate work efforts, or resolve operating problems. Other regular contacts are with patient/service recipients and employees of outside organizations such as vendors, banks and/or developers/contractors. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative, or uninformed persons. Employee may furnish news media with routine information such as meeting agendas or departmental procedures.

Work Environment

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Physical Demands

Work requires some agility and physical strength, such as moving in or about construction sites or over rough terrain, standing or walking most of the work period, or helping clients or patients move. Occasionally, work may require lifting heavy objects and carrying them (up to 60 lbs.). There may be



needed to stretch and reach to retrieve materials. Usually, the work will require extended physical effort over a significant portion of the workday.

Employee is required to walk up and down stairs, and have the ability to be outside the facility for short periods of time in a variety of weather conditions.

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, computer and/or most other office equipment, typing, filing, sorting, working with hand tools such as a hammer, screw driver or shovel, operating basic medical equipment, or operating a motor vehicle.

Occupational Risks

Duties generally do not present occupational risk with only occasional exposure to risk or stress. Minor injury could occur, however, through encounters with combative patients or employee failure to properly follow safety precautions or procedures.

Confidentiality

Has access to some confidential information obtained during performance of regular position responsibilities, where the effect of any disclosure would probably be negligible or where the full significance of the overall confidential matter would not be apparent in the work performed.

Supervisory Responsibility

Employee has no supervisory responsibility.

Requirements under the DHC Emergency Operations Plan

During a declared Emergency, staff deemed as Essential Personnel are expected to work onsite at Duffy Health Center and Non-Essential Personnel are expected to work remotely. This position is Non-Essential and therefore this position may be expected to work remotely' during a declared emergency.

Education and Experience

A candidate for this position must have a High School diploma. Education or experience in human services, safety and/or consumer care preferred.

Bi-lingual in Portuguese preferred.

Licenses and Certifications Required

Not applicable.

Knowledge, Skills and Abilities

A candidate for this position should have:

Knowledge of:

- Issues related to homeless and at-risk individuals, including: mental illness, substance abuse, criminal history, and physical and sexual abuse
- Protocol for handling crisis situations



- HIPAA regulations
- Trauma informed care
- Duffy Health Center services and model of care
- Local groups and organizations providing social services

Skill in:

- Handling multiple priorities simultaneously in a timely manner
- Trauma- informed de-escalation
- Responding to emergencies
- Observation and assessment of potentially volatile situations
- Creative problem-solving
- Written communication to level needed to prepare an informative and timely Incident Report

And ability to:

- Independently interact and establish a positive rapport with a culturally diverse population that may be experiencing homelessness, substance use disorders and mental illness
- Communicate respectfully and effectively with consumers, staff, volunteers, and management
- Maintain confidentiality of all consumers, staff, and volunteers. Ensure right to privacy and confidentiality when releasing information about client to others
- Maintain appropriate boundaries
- Work flexible hours, including evenings as needed
- Interact with staff at all levels of the organization, and from all backgrounds
- Have sensitivity for a population who has experienced trauma
- Interact effectively with homeless and at-risk individuals
- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.

Essential*

*Employees designated as “essential,” a standard Incident Command term used in Emergency Management, typically work on-site to provide direct clinical care or management of such.

Non-essential*

*Employees designated as “non-essential,” a standard Incident Command term used in Emergency Management, typically work off-site remotely to provide either clinical or administrative support to clinical operations.