



UNION JOB DESCRIPTION

JD5007

JOB TITLE:	Supervisor, Protection Services	JOB DESCRIPTION NO.:	5007
CLASSIFICATION:	Protection Services Supervisor; Transportation Attendant I	GRID/PAY LEVEL:	F 25
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10916; 19001
UNION:	HEU	JOB/CLASS CODE:	40699
PROGRAM/DEPARTMENT:	Protection Services	BENCHMARKS (If Applicable):	10916; 19001
REPORTING TO:	Team Leader, Protection Services		
FACILITY/SITE:	SI: Royal Jubilee Hospital, Victoria General Hospital; Saanich Peninsula Hospital; CI: Cowichan District Hospital (Quw'utsun Valley Hospital), Cowichan Lodge; Nanaimo Regional General Hospital, West Coast General Hospital; Tofino General Hospital; Lady Minto Hospital; NI: North Island Hospital (Comox Valley Campus, Campbell River & District) ; Port Hardy Hospital; Port McNeill Hospital		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Team Leader, Protection Services, the Supervisor, Protection Services is responsible for leading assigned staff on shift and communicating with the Team Leader and Manager on-call, after business hours, as required. The Supervisor ensures the staff on shift follow departmental policies and procedures at the direction of the Team Leader. As well, the Supervisor, Protection Services maintains and enforces security of persons and property in accordance with established policies and procedures.

Travel may be a requirement of this position. If applicable, transportation arrangements must meet the operational requirements of the Vancouver Island Health Authority in accordance with the service assignment and the incumbent must be able to operate a motor vehicle.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Supervises Protection Services Officers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining and supporting related training and orientation requirements.
2. Uses a collective team-based approach to promote mutual problem solving within the department, and proactively anticipates and resolves issues.
3. Patrols buildings and grounds, including utilizing computerized surveillance equipment and video monitoring systems. Enforces regulations and security procedures. Identifies risks, safety and security hazards and takes appropriate action. Checks doors, windows and entrances, securing same to prevent unauthorized entrance by others.
4. Responds to emergencies such as the Island Health Disaster Plan, fire, and physically aggressive patients; assesses the situation, consults with medical staff and others, and takes appropriate action as required.

5. Investigates, resolves and reports disturbances utilizing non-violent interventions. Documents and reports incidents in accordance with established Protection Services procedures.
6. Provides security for Island Health patients, as requested by the patient care team, to maintain a safe and orderly workplace. Provides security escort for staff and patients as required. Responds to requests for assistance from staff, patients and the public.
7. Utilizes and operates photo identification, access control, CCTV and other security systems programs.
8. Provides pre/post flight safety inspections of heliports following appropriate departmental procedures.
9. Maintains a daily log of events and prepares detailed reports.
10. Communicates with the on-call leadership after business hours regarding emergent issues, as required.
11. Utilizes Protection Services Database to input metrics regarding critical incidents such as staff response time to emergency situations, physical encounters, etc, in order to support departmental goals and objectives.
12. Reviews reports to ensure accuracy and appropriate handover across shifts.
13. Conducts preliminary investigations following accidents/injury of Protection Services Officers.
14. Provides support to Island Health staff in response to challenging behavior in a healthcare setting. Implements and follows necessary procedures in case of emergencies, such as the Island Health Disaster Plan.
15. Assists in the creation of safety security plans to manage the presence of individuals presenting specific increased risk to staff and facilities.
16. Liaises with fire, police and other related community officials, regarding fire and security protocol, per departmental guidelines.
17. Provides First Aid Services to injured persons, completes required documentation and maintains supplies.
18. May be required to travel to other Island Health sites to perform tasks as assigned.
19. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Grade 12, successful completion of recognized Basic and Advanced Security Training certification, Intermediate First Aid (formerly OFA Level 2) plus three years of recent related experience or an equivalent combination of education, training, and experience. Holds a valid B.C. Security Guard License with applicable handcuff endorsement. Valid Class 5 BC Driver's License

Skills And Abilities

- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Ability to supervise.
- Physical ability to carry out the duties of the position.
- Ability to organize work.
- Ability to operate related equipment.