



POSITION DESCRIPTION

POSITION TITLE:	SECURITY GUARD ACCESS CONTROL (SGAC)
DEPARTMENT:	DISASTER MANAGEMENT
CLASSIFICATION:	PROTECTION OFFICER
UNION:	MGEU FACILITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	REGIONAL MANAGER – DISASTER MANAGEMENT
POSITIONS SUPERVISED:	Not Applicable

POSITION SUMMARY

The Security Guard Access Control (SGAC) is a licensed security guard working in a healthcare environment tasked with providing a safe and secure healthcare environment for all occupants in a healthcare facility.

The role of a Security Guard Access Control (SGAC) is to manage the entry of employees, patients and visitors to the respective site by verifying information and/or the identity of staff, caregivers or visitors prior to permitting entry into the healthcare facility.

As part of the Interlake-Eastern Healthcare Team, the Security Guard Access Control (SGAC) will build mutual trust, respect, and cooperation among team members and the Interlake-Eastern Regional Health Authority as a whole.

The position of Security Guard Access Control functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Responsible for the protection of life and property.
- Prevention and detection of crime.

- Cooperates with all other staff to contribute to a harmonious working relationship.
- Performs all safety and security related functions for all Interlake-Eastern Regional Health Authority properties as identified in the healthcare facility post orders.
- Keep leadership informed of progress of serious incidents.
- Act as a professional witness and attend court as required.
- Provides a customer service approach by being approachable and responsive.
- Addresses problems quickly and professionally.
- Exhibit effective interpersonal skills, promotes a caring, helpful, and unbiased attitude towards, patients, clients, staff, and visitors.
- Maintain related documents including, but not limited to: accurate records, reports, notes, briefings, letters, memos and statistics, and databases.
- Assist clinical staff as required, i.e.: emergent response, aggressive patient.
- Evict non-authorized persons in a professional and sensitive manner.
- Contact police should matters escalate.
- Maintains strict confidentiality of all healthcare and enforcement information.
- Provide a visible presence within the healthcare campus.
- Assists vulnerable persons in a courteous and sensitive manner.
- Liaise with outside agencies regarding security issues.
- Performs the day-to-day functions of the Interlake-Eastern Regional Health Authority Security Services Department.
- Participates in the administration of relevant Interlake-Eastern Regional Health Authority policies, Workplace Safety and Health Act regulations, and Manitoba Fire Codes, etc.
- Responds to all disaster/emergency situations as assigned or requested, and/or follows the direction of the incident commander to provide support during a disaster incident.
- Provides notification to the site manager or supervisor when discovering defective or broken, unsafe equipment or infrastructure while performing the duties of the Security Guard Access Control (SGAC).
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Possess and maintain a valid Manitoba Security Guard License.
- Grade 12 graduate or equivalent.
- Post-Secondary education or experience in a related field an asset.
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REQUIRED KNOWLEDGE:

- Broad knowledge and understanding of security services.
- Demonstrated knowledge of communications systems, strategies, and radio systems required.

- Knowledge of computer systems and current and related software applications required.

EXPERIENCE REQUIRED:

- Minimum 2 years' experience preferably in a Health Care setting is required.

SKILLS/COMPETENCIES:

- Strong organizational, interpersonal, problem solving, verbal, and written communication skills required.
 - Demonstrated ability to establish and maintain positive working relationships within a multi-disciplinary environment including external agencies and communities required.
 - Ability to remain professional in elevated situations, and make sound decisions under stressful conditions
 - Self-motivated including the ability to take due care and responsibility while working alone and unsupervised.
 - The ability to work shift work.
 - Valid Manitoba driver's license.
 - Mental and physical ability to meet the demands of the position.
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Will be required to complete cultural safety training required by the employer.
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - May be required to travel throughout the region as duties may require.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.


- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facilities Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: May 2024
Date

Revised: _____
Date

Approved by: 
Regional Manager/ Supervisor May 6, 2024
Date

Approved by: 
Regional Lead/ CEO May 14, 2024
Date

Reviewed by: 
Regional Lead, Human Resources May 21, 2024
Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed position descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.