Interlake-Eastern
Regional Health Authority

POSITION DESCRIPTION

POSITION TITLE: SECURITY SERVICES SUPERVISOR

DEPARTMENT: SECURITY SERVICES

CLASSIFICATION:

UNION: OUT OF SCOPE

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL MANAGER – DISASTER MANAGEMENT AND SECURITY SERVICES

POSITIONS SUPERVISED: SECURITY SERVICES PERSONNEL

POSITION SUMMARY

Under the direction of the Regional Manager - Disaster Management, the Security Operations Supervisor is responsible for the development, coordination, implementation, evaluation and operation of the Security Services Program within the Interlake-Eastern Regional Health Authority.

The Security Services Supervisor prepares reports, delivers presentations, delivers security related education and awareness programs, and participates in the budget process. In collaboration with the Regional Manager - Disaster Management and Security Services, this position has full authority to operationalize and manage Interlake-Eastern Regional Health Authority security services operations.

As part of the Interlake-Eastern Disaster Management Team, the Security Services Supervisor participates in regional planning, standards and procedure development. The incumbent will build mutual trust, respect, and cooperation among team members and the Interlake-Eastern Regional Health Authority as a whole.

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

Interlake-Eastern RHA is committed to responding to the Truth and Reconciliation Commission of Canada's Calls to Action and creating working environments free of racism for both clients and employees. All staff members are encouraged to seek and identify patterns of harm

towards Indigenous, black and marginalized clients and employees and to take actions to disrupt any form of racism. Collectively and individually, we are growing cultural competency capacity by implementing the region's anti-racism action plan.

ESSENTIAL FUNCTIONS AND DUTIES

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

- Responsible for the safe administration and operation of the Security Services Program in the Interlake-Eastern Regional Health Authority.
- Monitors appropriate financial, human resources, equipment and environmental issues related to the Security Services Program.
- Oversees the development of policies and procedures related to the Security Services Program.
- Instrumental in the planning and development of a sustainable Security Services program.
- Develops and maintains functional relationships with other departments/programs.
- Plans for continued professional development of security staff and self.
- Promotes positive public relations.
- Carries out professional activities in a self-directed responsible manner, which reflects legal, ethical and practice standards.
- Encourages an environment that fosters teamwork and positive employee relations.
- Possesses the expert knowledge to identify opportunities for change and the ability to convey the need for change.
- Assumes a role in ensuring the development, implementation and evaluation of processes that facilitates program and service integration across the full continuum of the region.
- Works collaboratively with external security services contractors regarding onsite security services provision as required.
- Provides reports, justifications, and incident reports as required.
- Initiates and attends meetings as required.
- Consults and acts as a resource to other programs within the region on security services related matters.
- Maintains liaisons with internal programs and services and external agencies to contribute to plan development and response coordination.
- Participates in the development of the annual security services budget.
- Recommends capital equipment to ensure optimum operational capability for the security services program.
- Provides effective and efficient management of human resources including the coaching and mentorship of all Interlake-Eastern Regional Health Authority security services employees.
- Provides direct supervision of the security services team, ensuring clarity of roles, expectations, and accountability.
- Develops clear performance expectations, measurable objectives, and key performance indicators (KPIs) for all security services staff.
- Conducts regular performance reviews, including probationary, annual, and ongoing evaluations, ensuring timely and constructive feedback.
- Identifies performance gaps and implements corrective action plans, including coaching, additional training, or progressive discipline where required.
- Ensures security services staff meet performance management expectations.

- Attend meetings, conferences, and workshops related to security services in order to learn new information and to develop working relationships with other security services leaders.
- Represents the Interlake-Eastern Regional Health Authority on provincial security working groups and committees.
- Provides education and orientation sessions for security staff as required.
- Participates in organizational development activities as required.
- Participate in a shared on-call Disaster Duty Officer (DDO) and security services rotation.
- Ensures compliance with applicable legislation and regulations regarding security services.
- Pursuant to the Health System Governance and Accountability 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:

- Post-secondary education completion in a security related field such as Police Studies, Criminology or Certification as a Healthcare Protection Administrator or equivalency of related experience and supervisor experience is required.
- Certificate or qualification for Mental Health First Aid, and de-escalation/NVCI certification is required.
- Security Officer Instructor/Trainer certification for Use of Force, Handcuffing, Security Investigation, Documentation/Reporting and Room/Subject Searches is required.
- Certificate in security services required.
- Licensure as a Manitoba Security Guard preferred.

REQUIRED KNOWLEDGE:

- Broad knowledge and understanding of security services operations is required.
- Familiarity with the administrative and legislative processes affecting Manitoba security services is required.
- Proficient in the operation of CCTV and/or Card Access Control Systems, Alarm Systems, Traffic Control, security investigation, report writing and documentation is preferred.
- Knowledge of security services process/procedures is required.
- Proficiency with Microsoft programs (Outlook, Word, Excel, Access and PowerPoint), as well as Internet applications and other Information Technology is required.

EXPERIENCE REQUIRED:

- Management/ leadership experience in security services.
- Management/ leadership experience in a healthcare setting is an asset.

SKILLS/COMPETENCIES:

- Strong organizational, interpersonal, problem solving, verbal, and written communication skills are required.

- Demonstrated ability to establish and maintain positive working relationships within a multi-disciplinary environment including external agencies and communities are required.
- Demonstrated managerial/leadership ability with solid management, communication, organization and analytical skills are required.
- Ability to work positively in stressful situations.
- Good physical and mental health to meet the demands of the position.
- Valid Manitoba Class 5 Drivers License is required.
- 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.
- 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.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- Will be required to travel throughout the region as duties may require.
- No hazardous or significantly unpleasant conditions.
- 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.

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 adherences to Manitoba Association of Safety in Healthcare (MASH), Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.

Created:	June 2026 Date	
Revised:	Date	
Approved by:	Regional Manager Disaster Management & Security Services	Date
Approved by:	Vice President/ CEO	**July 6, 2026** Date
Reviewed by:	Vice President, Human Resources	July 6, 2026 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 job 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.