



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
05/31/2024

This position is:

- ☒ **Classified**
☐ **Unclassified**
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc – Confidential

Agency: Oregon Health Authority

Division: Oregon State Hospital

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Mental Health Security Technician
- b. Classification No: C6708 c. Effective Date: _____
- d. Position No: (Multiple)
- e. Working Title: MHST
- f. Agency No: 44300
- g. Section Title: Security Department
- h. Employee Name: _____
- i. Work Location (City — County): Salem - Marion and/or Junction City - Lane
- j. Supervisor Name: Varies by position # - TBD
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☐ Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative
☒ Non-Exempt
- m. Eligible for Overtime: ☒ Yes ☐ No

SECTION 2. PROGRAM AND POSITION INFORMATION

- a. Describe the program in which this position exists. Include program purpose, who's affected, size and scope. Include relationship to agency mission.

OHA values health equity, service excellence, integrity, leadership, partnership, innovation, and transparency. OHA's health equity definition is "Oregon will have established a health system that creates health equity when all people can reach their full potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances. Achieving health equity requires the ongoing collaboration of all regions and sectors of the state, including tribal governments to address: the equitable distribution

or redistribution of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities.

The Oregon State Hospital is aligned with the Oregon Health Authority’s core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In our practice, these values are expressed through:

Service Excellence:

- Understanding and responding to Oregon public health needs and the people we serve
- Pursuing our commitment to innovation and science-based best practices
- Fostering a culture of continuous improvement

Leadership:

- Building agency-wide and community-wide opportunities for collaboration
- Championing public health expertise and best practices
- Creating opportunities for individual development and leadership

Integrity:

- Working honestly and ethically in our obligation to fulfill our public health mission
- Ensuring responsible stewardship in public health resources

Health Equity:

- Eliminating health disparities and working to attain the highest level of health for all people
- Ensuring the quality, affordability, and accessibility of health services for all Oregonians
- Integrating social justice, social determinants of health, diversity, and community

Partnership:

- Working with partners and communities to protect and promote the health of all Oregonians
- Seeking, listening to, and respecting internal and external ideas and opinions
- Exploring and defining the roles and responsibility of public health staff and partners

Innovation:

- We are not satisfied with the status quo if there are new and better ways to meet the needs of the people we serve. We bring creativity, experience, and openness to our search for solutions to problems. We pursue opportunities to develop new evidence to evolve our practices.

Transparency:

- We communicate honestly and openly, and our actions are upfront and visible. We provide open access to information and meaningful opportunities to provide input and participate in our decision-making.

Oregon State Hospital (OSH) is a Division of OHA with the mission to provide therapeutic, evidence-based, patient-centered treatment focusing on recovery and community integration, all in a safe environment. OSH has two campuses, Salem and Junction City.

The Security Department of OSH functions as the primary department for ensuring the safety and security of patients, staff, and visitors. The services we provide to the hospital includes the following: management of the Reception Center, Central Communications, Access Control, Hospital Security Operations, conducting security inspections, emergency preparedness and business continuity, security training, and psychiatric emergency response teams. The Department operates 24 hours per day, 7 days a week, and focal point for the Oregon State Hospital. Our core values are Professionalism, Service, and Excellence.

The mission of the Security Department at Oregon State Hospital is to enhance the Environment of Care by promoting safety and ensuring the security of patients, staff, and visitors. In synergy with our partners, we strive for efficiency, collaboration and customer service with a goal focused on exceptional patient care, recovery, and community integration.

- b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:**

The purpose of this position is to provide a variety of security and other support services to the programs and departments at Oregon State Hospital. Employees in this position assist with admissions, provide campus security, process mail, assist with emergency services, provide transportation for patients/residents, assist with patient related activities, Law Enforcement Data System reports and information.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

% of Time	N/R/NC	E/NE	DUTIES
25%	R	E	Access Control Functions: <ol style="list-style-type: none"> 1. Responds to information requests, both by telephone and in person. 2. Log, secure and monitor emergency or suspicious situations on the hospital grounds and within the interior of the hospital and report to the appropriate parties. 3. Monitors visitors to the hospital per visitation procedure. 4. Monitors patient/resident movement and grounds security, via camera control. 5. Verify identity of individuals authorized to move thru Sally Ports and the campus/secure perimeter. Ensure and validate that the appropriate badges swipes match the badge information displayed on the DVT (Digital Video Terminal). 6. Routinely communicate with staff via phone, radio, speakers of Sally Ports, etc. 7. Monitor OSH campus through surveillance cameras and DVT video screens on a rotating basis, including the external perimeter and parking lots, for suspicious activities and to ensure staff safety. 8. Respond to PMT alerts (Duress system) and/or DVT observation of behavioral events in various patient/resident occupied areas. 9. Dispatch other security team members to various areas on grounds response to units in need of assistance, emergencies, etc.

			<ol style="list-style-type: none"> 10. Communicate all emergency alarms, including but not limited to: medical alarms (Code Blue), behavioral events (Code Green), fire events (Code Red), hazardous material spills (Code Orange), armed intruders (Code Silver) and other natural disaster/emergent situations (Code Yellow) via radio, phone and/or overhead. 11. Monitor the fire alarms and oxygen alarms with Access Control and dispatches Mobile 2 responders to correct deficiencies. 12. Communicate system interruptions and /or troubles to the appropriate security maintenance staff for immediate resolution.
65%	NC	E	<p>Safety & Security Functions:</p> <ol style="list-style-type: none"> 1. Investigation of critical incidents, as assigned. 2. Routine and unscheduled unit searches, room searches and treatment mall searches. 3. Assist in various patient court events, including but not limited to: civil commitment, PSRB, medication hearings, JR. PSRB, Risk Review. 4. Conduct campus safety & security reviews and checks. 5. Perimeter security checks of hospital grounds. 6. Law enforcement Data Systems reports. 7. Monitor visitation and Visitation areas. 8. Using metal detector or perform pat downs on visitors and patients/residents, to monitor for contraband/prohibited items. 9. Respond to all emergency alarms, including but not limited to: medical alarms (Code Blue), behavioral events (Code Green), fire events (Code Red), hazardous material spills (Code Orange), armed intruders (Code Silver) and other natural disaster/emergent situations (Code Yellow) via radio, phone and/or overhead. 10. Respond to PMT activations based on Access Control communication of an activation. 11. Respond to and assist in the restraining of combative patients/residents, as needed. 12. Assist with admissions, including searching of persons per Oregon State Hospital policy and procedures, photo taking, phone uploading to Avatar, delivering patient badges, etc. 13. Screen and distribute hospital and post office mail. 14. Respond to Unauthorized Leaves by assisting staff and provide appropriate information designated personnel. 15. Log, secure, and monitor property, including valuables. 16. Respond to patient deaths, including notification, communication to appropriate authorities and disposition of property. 17. Monitor all emergency alarms, including medical, behavioral, and fire alarms. Communicate necessary information to the appropriate personnel. 18. Assist/Monitor units, patient activities and communicate concerns to the appropriate personnel, including but not limited

			<p>to patient haircuts, Vocations Services, patient meals, treatment malls, forensic evaluations, etc.</p> <p>19. Collect and lodge evidence, complete reports on alleged criminal incidents and other events within the hospital.</p> <p>20. Client engagement: participate in treatment mall activities, unit (patient/staff) meetings, present and answer questions regarding hospital policies and procedures, respond to and participate in patient grievance and /or concerns, as necessary.</p> <p>21. Assist with client de-escalation, when appropriate.</p> <p>22. Operate a secure transport vehicle to provide transportation to patients. Apply and remove secure transport restraints as necessary.</p> <p>23. Transport and/or accompany patients within the facility or to other designated areas such as Salem Hospital and other off-grounds appointments, and on-grounds appointments including dental and clinic appointments.</p>
5%	R	E	<p>Reception Area:</p> <ol style="list-style-type: none"> 1. Respond to information requests, via telephone, in person or email. 2. Distribute keys and badges to staff. 3. Contact Oregon State Police and other Emergency Services, as applicable. 4. Provide various clerical support to staff, vendors, contractors, etc. 5. Provide professional customer service to staff, patients, and visitors. 6. Create and provide badges as appropriate.
5%	R	E	<p>Training & Professional Development:</p> <ol style="list-style-type: none"> 1. Participate in department and OSH training activities, and training provided outside agencies. 2. Attend staff briefings and all-staff meetings. 3. Complete mandatory training requirements by OSH and OHA. 4. Conduct training as requested by the Supervisor. 5. Assist with training other staff in the Security Department.
Ongoing	NC	E	<p>OTHER ASSIGNED DUTES:</p> <p>The Performance of other duties as assigned by a Security Manager, the Security Operations Manager, and/or the Director of Security.</p>
Ongoing	NC	E	<p>CORE VALUES:</p> <ol style="list-style-type: none"> 1. Department core values: Professionalism, Service, Humanity, Equity, Wellness, Partnership, Transparency, and Performance Excellence 2. As an employee of Oregon State Hospital, demonstrate awareness, understanding and alignment in service with the

			OSH values of Compassion, Integrity, Respect, Solution-Oriented, Simplicity and Trauma Informed.
Ongoing	NC	E	CULTURAL COMPETENCY AND DIVERSITY: <ol style="list-style-type: none"> 1. Consistently treats members of the public and co-workers with dignity and respect. 2. Demonstrates recognition and appreciation of the various individual and cultural differences. 3. Assures that service delivery is provided in a culturally competent way; assures that printed materials are in different languages as needed and/or in alternate format for bilingual services available and facilities are accessibly for consumers. 4. Understands how to access OSH Cultural Diversity, with questions or practical assistance with services.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Requires working inside under crowded conditions, monitoring several monitors. May be exposed to combative patients/residents and/or angry visitors. May be required to drive in adverse road conditions. Work hours subject to change with little notice. May be required to work hours that exceed regular schedule, i.e., a double shift or a different shift in addition to regular schedule.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures:

Administrative Memorandum, Oregon State Hospital
Management Directives, Mental Health Division, State of Oregon
Joint Commission on Accreditation of Healthcare Organization guidelines
State Fire Marshall Regulations
Oregon Revised Statutes
Oregon Administrative Rules
Security Department Protocol Manual
Policy and Procedures of all Oregon State Hospital Programs and Departments
Center for Medicare and Medicaid Services (CMS)

b. How are these guidelines used?

To set standards of service; to use as resource or guide material; to ensure compliance with Policy and Procedures/Administrative Rule.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Who Contacted	How	Purpose	How Often?
OSH Staff/Departments	Phone/in person	While performing assigned duties	Daily
Patients	Phone/in person	While performing assigned duties	Daily
Public	Phone/in person	While performing assigned duties	Daily
Law Enforcement Agencies	Phone/in person	While performing assigned duties	Daily

SECTION 7. POSITION-RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions:

Must make decisions of who enters and/or leaves secure perimeter. Exercise independent judgment as to potentially hazardous security and/or safety situations while doing campus patrol. An error could result in a release of a high-risk patient/resident, and/or the endangerment of the safety of patients/residents, staff and community. The decisions made by this position directly affect the quality of services offered to patients, staff and the public. The decisions made also affect the safety and security of patients and the efficiency and manner with which the services and care are delivered. Takes information gained during the course of duties to write incident reports when needed and report these to management. Removes contraband from patients and areas of patient access.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Classification Title	Position Number	How	How Often	Purpose of Review
Security Operations Supervisor 2		Verbal Written performance Appraisal	Daily Quarterly	Ongoing performance monitoring
Security Operations Manager 2		Verbal	As needed	Ongoing performance monitoring
Security Operations Manager 3 - Director	4301001	Verbal	As needed	Ongoing performance monitoring

SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? 0
- How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|--|--|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepare and signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification.

All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprinting is required. CJIS clearance is required after employment.

Desired Attributes:

Valid driver's license and good driving record required. Health care experience, experience providing security services, LEDS certified or able to receive certification, competency in verbal and written communication, customer service experience, computer skills. Staff must be able to work independently and in a team setting. Work hours subject to change with little notice.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Operating Area	Biennial Amount (\$00,000.00)	Fund Type
N/A		

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee's name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date



Appointing Authority Signature

Jun 4, 2024

Date