



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
02/28/2025

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: Security Operations Supervisor 2
- b. Classification No: X7776 c. Effective Date: _____
- d. Position No: 1001278-000000019622
- e. Working Title: Hospital Security Supervisor
- f. Agency No: 44300
- g. Section Title: OSH Security Department
- h. Employee Name: _____
- i. Work Location (City — County): Salem, Marion County
- j. Supervisor Name: Scott Jeter
- 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 redistributing of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s goal is to eliminate health inequities by 2030.

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 is a Joint Commission-accredited and CMS-certified public psychiatric hospital which provides services on two campuses to persons committed by the Oregon courts as part of the state behavioral health system.

OSH Vision: We are a psychiatric hospital that inspires hope, promotes safety, and supports recovery for all.

OSH Mission: to provide therapeutic, evidence-based, patient-centered treatment focusing on recovery and community reintegration, all in a safe environment.

Oregon State Hospital, a Joint Commission and CMS certified public psychiatric hospital, provides psychiatric hospital services and patient treatment services to persons committed by the Oregon

courts as part of the state mental health system. The Oregon State Hospital is the largest division of OHA with over 2,678 positions across hospital operations.

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 to include security dispatch, Hospital Security Operations, conducting security inspections and investigations, emergency preparedness and business continuity, security training, Hospital visitation, patient transports including Secure Vehicle Transports, Secure Mail Processing, psychiatric emergency response teams, Forensic Evaluation Services, Admissions, grounds and physical security. 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 primary purpose of this Security Operations Supervisor 2 position is to provide front-line supervision over security staff at the Oregon State Hospital, while working with management to provide tactical direction of the unit and coordinate operations with multiple internal and external partners. This position will work directly with the department's administration and management team to ensure OSH and department goals and objectives are accomplished. This position functions within the OSH Security Department to ensure the security of OSH facilities and the safety of patients, staff and visitors.

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
15%	N	E	Strategic Planning & Operations <ul style="list-style-type: none"> Assist Security Leadership in providing short and long-term strategies related to hospital security operations to accomplish unit and department goals and mission that support OSH's vision and mission. Assist Security Leadership in the development of program policies and protocols. Assist Security Leadership by conducting continuous assessments of the program's effectiveness and identify successes and opportunities for improvement.

			<ul style="list-style-type: none"> • Determine resource allocation including personnel, equipment and supplies to ensure operational capability. • Collaborate in OSH committees including Safety, Environment of Care, CIRP and other applicable committees to promote safety and security.
65%	N	E	<p>Hospital Security Program Management</p> <ul style="list-style-type: none"> • Ensure compliance with ORS, OSHA, TJC and CMS laws and regulations, especially those related to the Environment of Care, safety and security. • Participate in the regulatory inspections and audits performed by OSHA, TJC, CMS and other regulatory agencies. • Conduct daily briefings to department, program, and unit personnel. • Supervise, plan, assign, approve, and follow-up with daily activities to staff assigned to the unit including but not limited to the following: <ul style="list-style-type: none"> • Staff shift and security functional scheduling • Security support for admissions, court hearings, and forensic evaluation services • Perimeter and mobile patrol • Patient visitation process including visitor searches for contraband and prohibited items • Unit and patient searches for contraband • Supervision of Access Control staff, this includes video surveillance personnel, and staff assigned to sallyport operations. • Lead Access Control staff during Code Red events • Manage Security Dispatch Operations, including the Security Activity Log (SAL), and overhead paging system. • Manage AT&T Siyata SD7 devices, including AT&T dispatch software • Supervise, plan, assign, approve, and follow-up with daily activities of Mental Health Security Technician staff. • Coordinate and/or assist with the following programs: <ul style="list-style-type: none"> • Communications Log and Dispatch System, and Security Activity Log • OSH Parking Policy enforcement • Patient, staff and visitor identification badge program

			<ul style="list-style-type: none"> • CJIS and LEDS program • Critical Incident Notification System • Video surveillance review program • CIRP investigations • Provide customer service to partners including local law enforcement, clinical departments, Safety department, patients, staff and visitors. • Mediate and resolve conflicts that arise related to customer service delivery to partners. • Coordinate security response to emergency incidents including Code Blue, Code Red, Code Greens, Code Yellows, Code Silver and other emergency incidents requiring security response. • Collaborate with Security Operations Analyst and Training Coordinator in security operation projects that lead to process improvement, accreditation, certification and licensure of OSH campuses. • Collaborate with department administration and LEAN team members to ensure compliance with hospital LEAN program requirements including attending required meetings, metrics and primary display boards. • Consult with OSH staff, Security Department Investigator, Oregon State Police, local law enforcement to coordinate investigations, identify problems and improve the safety & security for staff, patients and visitors. • Generate reports and matrixes related to hospital security operations, and report findings to appropriate committees and work groups. • Work with schedulers to ensure adequate staffing are met to accomplish hospital security operations. • Approve API and leaves for unit personnel. • Enforce and maintain a professional work environment. • Collaborate with SEIU representatives and staff. • Enforce OHA, OSH and department policies and protocols.
10%	N	E	Personnel Management <ul style="list-style-type: none"> • Recommend the hirings of new staff and participate in hiring committees. • Conduct onboarding and quarterly performance reviews of staff. • Conduct staff coaching, fact-finding and disciplinary activities.

			<ul style="list-style-type: none"> • Manage and maintain staff personnel file.
5%	N	E	Meetings and Training <ul style="list-style-type: none"> • Conduct weekly or as needed training for Security Department personnel. • Attend daily Security briefings as necessary. • Attend weekly department management meetings and provide update on tracked data and projects. • Attend training courses offered by OHA, OSH, FEMA, DPSST, and other outside agencies to increase knowledge base and apply knowledge to improve operational efficiency. • Complete all mandatory OSH and OHA annual training in a timely manner. • Coordinate with the department's Training Coordinator to develop a training plan for hospital security staff.
5%	N	E	<ul style="list-style-type: none"> • Performs other duties and activities assigned by the Security Operations Manager and the Director of Security.
ONGOING	NC	E	Core Values <ul style="list-style-type: none"> • As an employee of Oregon State Hospital, demonstrates awareness, understanding and alignment in service delivery with the OSH Core Values of Humanity, Equity , Wellness, Partnership, Transparency, and Performance Excellence. • Maintain a professional appearance and approach at all times. • Provide excellent customer service at all times. • Be a strong leader and an effective manager. • Demonstrate integrity in your actions.

ONGOING	NC	E	Cultural Competency and Diversity <ol style="list-style-type: none"> 1. Consistently treats consumers and co-workers with dignity and respect. 2. Demonstrates recognition and appreciation of the values of individual and cultural differences. 3. Ensures that service delivery is provided in a culturally competent way; ensures that printed material are available in different languages as needed and/or in alternate format; bilingual services are available and facilities are accessible for all consumers. 4. Understands how to access OSH Cultural Diversity Manager with questions or practical assistance with service delivery.

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.

- Frequent contact with family members, members of the general public, and psychiatric patients in an institutional or hospital setting who may become angry, hostile and/or violent.
- May be exposed to inclement weather and emergency conditions.
- May be exposed to communicable disease.
- This position works a schedule that is determined by their assigned teams shift. The incumbent's schedule may change to meet the needs of the department.

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:**

Federal and state laws governing treatment of persons receiving psychiatric care.
The Joint Commission standards for inpatient psychiatric hospital services and residential treatment services.
Hospital and State Licensing Standards for Inpatient services and Residential services.
Oregon Revised Statutes pertaining to criminal offenses.
Oregon Administrative Rules for Addictions and Mental Health Division and Dual Diagnosis (DD) Services Division and Psychiatric Security Review Board (PSRB) pertaining to management and

treatment for patients.
 Federal and state OSHA regulations.
 OSH/ODHS/OHA Policies and Protocols.
 Security Department Policies and Procedures.
 Facility Requirements: State Fire Marshal's Office, Building Codes, Oregon OSHA, Environment of Care.

b. How are these guidelines used?

Provides a general framework for program management and development. Requires interpretation and development of practical applications of quality standards. Provides interpretation of laws and policies as they apply to employees, patient, families, visitors and the public. Knowledge of these are used to meet hospital compliance to policies, procedures, codes, rules, laws, and standards.

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?
Patients	Telephone/In person/Written	Information/Direction	Daily
Advocates	Telephone/In person/Written	Information/Direction	Daily
Families	Telephone/In person/Written	Information/Direction	Daily
Agency Staff	Telephone/In person/Written	Information/Direction	Daily
Other State Agencies	Telephone/In person/Written	Information/Direction	Daily
Law Enforcement Agencies	Telephone/In person/Written	Information/Direction	Daily
OSH Staff	Telephone/In person/Written	Information/Direction	Daily
Vendors and Contractors	Telephone/In person/Written	Information/Direction	Daily

SECTION 7. POSITION-RELATED DECISION MAKING

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

The integrity of OSH security affects OSH qualification for funding, accreditation, certification and its ability to carry out its mission. This position exercises discretion and independent judgment in making decisions affecting OSH security operations and in the daily supervision of staff. This position effectively interprets, follows, promotes, and ensures compliance with all policies and procedures, rules and regulations, codes, laws, and standards. The decisions this position makes directly impact the security of OSH property and safety of all OSH patients, staff and visitors.

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 Manager 2	WD#00000033411 PPDB#2401046	Phone/In person /other methods (e-mail/memo), regular confers, staff meetings, customer feedback, employee feedback and observation	Daily, Weekly, Quarterly	Consultation on work progress as appropriate, discuss problem-solving as needed, ensures appropriate decisions; performance reviews

SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? Up to 30
- How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|---|--|
| <input checked="" type="checkbox"/> Plan work | <input checked="" type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work | <input checked="" type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Responds to grievances | <input checked="" type="checkbox"/> Gives input for performance evaluations |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" type="checkbox"/> Prepares 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. Fingerprints may be required.

Must be able to obtain and maintain access to FBI Criminal Justice Information Service systems, which is determined through a National Fingerprint Based Criminal History Record check.

Must be able to be certified and maintain certification at the inquiry and entry levels for the Law Enforcement Data System Terminal.

Must have an acceptable driving record and Valid Driver's License from state of residency and meet requirements of insurability for ODHS/OHA.

Demonstrated competency in both written and verbal communications, necessary to the performance of all areas of work.

Demonstrated competency to operate a computer and be willing to learn new technology as required.

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
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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 name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date



Appointing Authority Signature

Mar 3, 2025

Date