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JOB DESCRIPTION

This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship with Van Buren County Hospital.

POSITION: Security Officer/Support Services Specialist II	STATUS: Non-Exempt
DEPARTMENT: Environmental Services & Supply and Linen	DATE EFFECTIVE: 06/2025
DIRECTLY REPORTS TO: EVS Supervisor INDIRECTLY REPORTS TO: Support Services Manager	REVISED: 05/2025
SUPERVISES: N/A	SECURITY LEVEL: Medium

PRIMARY FUNCTION & POSITIONAL PURPOSE

The Security and Support Services Specialist will develop competency across multiple roles—including Security, Environmental Services, and Supply & Linen Tech. This position will work the night shift (8pm – 6am), starting Friday night through Tuesday morning.

The primary function of the Security Officer/Support Services Specialist is to serve as a Night Security Officer, Environmental Services Technician and Supply and Linen Technician, ensuring a clean, safe, and well-maintained environment while supporting the facility’s security and logistical operations during overnight hours. In this combined role, the individual is responsible for performing cleaning and sanitization tasks in accordance with infection control standards, monitoring and securing the premises to protect staff, patients, and property, and managing the distribution and inventory of linens and essential supplies. Positioned as a key overnight support staff member, this role requires adaptability, attention to detail, and strong situational awareness to maintain both the operational readiness and safety of the facility throughout the night shift. This role is also an essential part of the healthcare team, supporting overall patient care by reducing the risk of hospital-acquired infections. Their work directly impacts patient satisfaction and hospital accreditation outcomes. The Security Officer/Support Services Specialist will work closely with the EVS Supervisor and Support Services Manager to ensure VBCH facilities are clean, safe, and departments have the supplies and linens required to deliver excellent care.

POSITIONAL ESSENTIAL FUNCTIONS

Essential functions are those tasks, duties, and responsibilities that comprise the means of accomplishing the job’s purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the major functions for which the person in the job is held accountable.

1. Security Operations
 - a. Patrol buildings, grounds, and parking lots for safety and security.
 - b. Monitor security systems; respond to alarms and incidents.
 - c. Enforce access control procedures; verify staff and visitor credentials.
 - d. Support patient, staff, and asset escort needs.
 - e. Respond to emergencies and assist in evacuations or lockdowns.
 - f. Document and report safety/security incidents, hazards, or suspicious activity.
2. Infection Control & Compliance
 - a. Adhere to hospital infection control procedures in all duties (PPE use, hand hygiene, disinfection).
 - b. Use hospital-approved disinfectants and techniques for cleaning surfaces and equipment.
 - c. Follow protocols for cleaning and transporting soiled linens, regulated waste, and contaminated materials.
 - d. Report contamination, biohazards, or spills immediately and respond using correct procedures.
 - e. Comply with all OSHA, Joint Commission, and hospital regulatory standards.
3. Environmental Cleaning & Room Turnover

- a. Perform discharge and terminal cleaning of patient rooms including high-touch surfaces and equipment.
- b. Clean and disinfect common areas: hallways, lobbies, restrooms, elevators, and staff areas.
- c. Replenish consumables (soap, toilet paper, sanitizer) in patient and public areas.
- d. Perform floor care (sweeping, mopping, vacuuming, buffing).
- e. Perform deep-cleaning activities including floors, walls, and ceilings.
- f. Prepare rooms for new patients, ensuring cleanliness and supply readiness.
- g. Operate and maintain cleaning equipment (buffers, vacuums, carts) safely.
- h. Report maintenance or equipment issues to supervisors.
4. Supply Chain Support
 - a. Distribute supplies promptly to departments, prioritizing critical items.
 - b. Maintain organized, safe, and clean supply storage areas.
 - c. Rotate and label supplies according to standards and infection control policy.
 - d. Use inventory systems to monitor stock and ensure timely restocking.
 - e. Report expired, damaged, or backordered items.
5. Linen and Laundry Support
 - a. Sort, launder, and inspect linens, scrubs, and cleaning material.
 - b. Deliver clean linen to departments and collect soiled items following infection control guidelines.
 - c. Operate washers, dryers, and use chemical disinfectants per specifications.
 - d. Fold, label, and organize clean linens; rotate stock.
 - e. Maintain cleanliness of laundry equipment and workspaces.
 - f. Assist with linen-related requests from clinical teams.
6. Waste Management
 - a. Collect, transport, and dispose of medical, general, and recyclable waste.
 - b. Follow regulated procedures for handling and segregation of waste materials.
 - c. Ensure bins and waste areas are sanitized and managed per safety protocols.
7. Customer Service & Interdepartmental Communication
 - a. Interact courteously and professionally with patients, staff, and visitors.
 - b. Respect patient privacy and dignity while performing tasks in occupied rooms.
 - c. Collaborate with clinical and support departments to meet needs.
 - d. Respond promptly to urgent supply, linen, or cleaning requests.
 - e. Communicate inventory or safety concerns clearly to the Support Services Manager or appropriate staff.
8. Documentation & Reporting
 - a. Complete logs and documentation for supply distribution, cleaning, laundry, and security events.
 - b. Maintain inventory and safety records accurately, both manually and electronically.
 - c. Report damaged items, equipment issues, or environmental hazards promptly.
9. Cross-functional and Team Support
 - a. Assist in other areas of Support Services as assigned by the Support Services Manager.
 - b. Collaborate with management to reduce waste, improve efficiency, and enhance service quality.
 - c. Participate in training for infection control, safety, and multi-department duties.
 - d. Support departmental growth and embrace cross-training responsibilities.

ALL EMPLOYEE ESSENTIAL FUNCTIONS

All Employee Essential Functions are those tasks, duties, and responsibilities that are necessary for every VBCH position to accomplish the organization's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the expectations for which every person is held accountable.

1. Attendance at work on a regular and reliable basis.
2. Maintains patient, hospital and, employee confidentiality in all aspects of the job.
3. Meets with supervisor concerning policies and procedures, work assignments, financials and other functional problems. Keeps supervisor informed of department activities and needs.
4. Complies with all established policies and procedures of the hospital and of the department, to include the Code of Conduct and the Code of Ethics and Compliance.

5. Must be able to safely work in an environment where latex is prevalent.
6. Complete annual education requirements. Stays up-to-date with industry matters.
7. Attend meetings as appropriate.
8. Meets standards of hospital infection control.
9. Maintains all applicable regulatory requirements, including licensure requirements when applicable
10. Commits to being diligent about safety policies and practices within the organization and assigned department.
11. Accepts additional duties as assigned when they are deemed appropriate by the employee's supervisor

ONE CULTURE BEHAVIORS – ALL EMPLOYEES

All employees of VBCH are expected to display the cultural values and competencies of VBCH. This is an essential function of each employee's job and all positions will be held accountable for demonstrating these behaviors.

Be One - I benefit from and strengthen VBCH.

- **Think TEAM, not self.**
 - Have a shared sense of purpose and clear goals and understand that we all make a difference
 - Appreciate diversity, recognize each individual has value and we can accomplish more together.
- **Ask for help. Give help.**
 - Make time for everyone. No one is an interruption. Each person is my reason for being at VBCH.
 - Be honest and open in all relationships, interactions, and in providing care.
- **Communicate like your life depends upon it.**
 - Take time to explain and communicate what to expect.
 - Respectfully and effectively communicate within your department and within the organization.

2. Personalize Care – Your experience. My responsibility.

- **Bring energy and passion every day.**
 - Ensure consistent care by committing 100% to each individual patient, family and staff member.
 - Deliver the best outcome and excellent service through the dedicated effort of every team member.
- **Serve the patient or support someone who does.**
 - Look beyond assigned tasks and job duties and focus on your purpose.
 - Embrace supporting one another as a way of achieving greatness.
- **Invest the time to listen, care and connect.**
 - Treat others as you would like to be treated – with dignity, respect, care and sensitivity to privacy.
 - Reassure the patient and their family that you know the importance of your job in relation to the care.

3. Own It – I own my actions to deliver Key Results.

- **Step up or step aside.**
 - Lead by example; be honest and trustworthy, while always maintaining confidentiality.
 - If unable to meet a request, find someone who can.
- **Take responsibility for your attitude and impact.**
 - Accept personal responsibility to always do the right thing even when no one is looking.
 - Take the time to do things right the first time.
- **Make excellence happen.**
 - Follow through when you tell someone you will do something for them. Make contact with them throughout the process as well as after the task is completed.
 - Realize what we do is a reflection of ourselves and our organizations.

4. Improve Daily - I make improvements every day for those we serve including each other.

- **Have a “get better” mindset.**
 - Strive to be the best at what we do. Seek ways to continually improve patient and employee satisfaction.
 - Seek out opportunities to improve skills for personal and professional growth; supporting common goals of the organization.
- **Be coachable.**
 - Sincerely acknowledge and take corrective action when expectations are not met.
 - Commit to professional and personal development.
- **Seek solutions. No blaming, complaining or defending.**
 - Problem solve with input from each individual. Maintain a positive attitude and focus on solutions by working through challenges and conflict together.
 - Focus on process when seeking solutions, not on people.

5. Innovate - I imagine and embrace bold new ideas to revolutionize health.

- **Challenge the status quo. Create new possibilities.**
 - Look for opportunities to improve the patient, family and staff experience through innovative thinking and process improvement.
 - Be an active participant in organization activities and community events.
- **Be proactive and embrace change.**
 - Be receptive to different ideas and responses from fellow coworkers.
 - Be open and willing to change to improve outcomes.
- **Be curious – don’t be afraid to fail.**
 - Be willing to go the extra mile and do what is necessary, even if that means to do things differently, to not only meet but exceed expectations.
 - If you or the team fails, grow from the experience and try again

EDUCATION, CERTIFICATION, & EXPERIENCE REQUIREMENTS

1. High School diploma or equivalent is required.
2. Previous experience in environmental services is preferred.
3. Safety or security experience is preferred
4. Familiarity with inventory systems
5. CPR/BLS Certification
6. Completion of a basic security course (obtained within 90 days)

WORKING ENVIRONMENT

Note: Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of this position.

Conditions	Never 0%	Occasionally 1 - 33%	Frequent 45 – 66%	Continuous 67 – 100%
Indoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Computer Operations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor exposure to extreme cold or extreme heat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to wet and/or humid conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excessive Noise including patient call lights, buzzers and alarms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dusty	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to Latex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other – please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity and/or Electric Shock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Toxic or caustic chemicals and fumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High, exposed places	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving mechanical parts	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Machinery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power or impact tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lift/Carry				
1 – 10 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11 – 20 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21 – 50 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 – 75 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75+ lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push/Pull				
1 – 10 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11 – 20 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
21 – 50 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
51 – 75 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75+ lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Movement				
Sitting for long periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend/Stoop Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Crouch/Squat	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneel/Crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Above the shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach Below the shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive Motion (arms, wrists, hands)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb Stairs/Ladder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uneven Walking Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Even Walking Surface	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balancing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Finger usage (feeling for pulse, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication (talking and hearing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visual Acuity for reading and computer usage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visual Acuity for drawing measurements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EMPLOYEE HEALTH REQUIREMENTS

Must follow all employee health requirements including, but not limited to, the following:

- Employee Health screenings every 4 years after hire as required by State Law
- Yearly flu shots and Covid boosters are recommended but not required.

SIGNATURES

I have read this job description and understand the physical requirements and essential job functions. I am able to perform these essential job functions with/without reasonable accommodations. Required accommodations are explained below:

Date _____

Date _____