



POSITION DESCRIPTION

POSITION TITLE:	QUALIFIED PERSONS SECURITY OFFICER
DEPARTMENT:	DISASTER MANAGEMENT
CLASSIFICATION:	MUST MATCH APPLICABLE COLLECTIVE AGREEMENT TITLE
UNION:	MGEU FACILITY SUPPORT

REPORTING RELATIONSHIPS

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

POSITION SUMMARY

The Qualified Persons Security Officer (QPSO) is a hospital employee and licensed security guard specifically trained to support a safe and secure healthcare environment, particularly emergency departments/urgent care centers, which are specifically staffed to provide mental health care services. A QPSO will receive site provided specific training to enable them to protect vulnerable mental health patients and the care team with skills for event de-escalation, securing and protecting patients. QPSOs can receive custody of individuals awaiting an involuntary medical examination or psychiatric assessment whom have been escorted to the facility by police, typically under a Form 3. Once level of supervision and safety criteria is met, police may be released to perform duties in the community.

The position of Qualified Persons Security Officer 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:

- Demonstrates an ability to control and direct hostile/aggressive persons, knowledge of crisis intervention and conflict resolution techniques.
- Assumes custody of mental health patients and ensure the safety of the public and employees.

- Responds to emergent response situations with aggressive individuals and utilizes their demonstrated non-violent de-escalation skills. Where necessary they must respond to resistance through escalation of force up to and including using hand cuffs and other containment techniques.
- Provides safe and secure escort to all high-risk persons to and from the emergency/urgent care units to their point of care (including transport to another site).
- Develops relationships and provides a customer service approach by being approachable, responsive, and deal with problems quickly and professionally.
- Provides a visible presence within the healthcare campus, assists vulnerable persons in a courteous and sensitive manner.
- Investigates and responds to complaints and disputes and ensures appropriate resolutions either by enforcement, education, and redirection.
- Exhibits effective interpersonal skills, promotes a caring, helpful, and unbiased attitude towards, patients, clients, staff, and visitors, and to remain polite and courteous.
- Keeps management informed of progress of serious incidents and acts as a professional witness and attends court as required.
- Maintains related documents including, but not limited to: accurate records, reports, notes, briefings, letters, memos and statistics, and databases.
- Assists clinical staff as required, i.e. emergent response, aggressive patient.
- Evicts non-authorized persons in a professional and sensitive manner. Contacts police should matters escalate.
- Maintains strict confidentiality of all healthcare and enforcement information.
- Performs other related security and protection duties/functions and liaises with outside agencies regarding security issues.
- 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

TRAINING/DESIGNATION:

QPSOs will receive training to the provincially adopted, and Manitoba Health approved training program for QPSOs. Upon initial demonstrated and ongoing competence, they will be designated by the IERHA as a Qualified Person under the Mental Health Act. Ongoing re-training will be provided by the IERHA, and with ongoing demonstrated competence they will maintain their designation.

Personnel must:

- Successfully complete the QPSO Training Program and maintain their ability with annual retraining.
- Be designated as an QPSO (under the Mental Health Act).
- Successfully complete training and ongoing related to restraining uncooperative persons as authorized by IERHA.

- Successfully pass the Physical Abilities test and undergo regular re-testing.
- Attend employer-approved cultural sensitivity training.

The training and designation program will be comprised of a testing process, which includes but is not limited to: written test, physical test, job performance and security screening.

EDUCATION/CERTIFICATION:

- Completion of Grade 12 or equivalent.
- Post-Secondary education or experience in a related field required.
- Possess and maintain a valid Manitoba Security Guard License.

SKILLS/COMPETENCIES:

- Self-motivated including the ability to take due care and responsibility while working alone and unsupervised.
- Excellent verbal and written communication with a focus on customer service and public relations.
- Ability to remain professional in elevated situations, and make sound decisions under stressful conditions.
- Demonstrated understanding and competencies regarding Use of Force, Use of Force Continuum and all applicable legislation (i.e. Criminal Code of Canada, Trespass Act) as it relates to the ability to restrain uncooperative, hostile or violent persons.
- Working knowledge of issues facing hard to serve populations, including but not limited to: homelessness, vulnerable persons, addictions, crime prevention, and public safety.
- Competence in an Indigenous language and/or knowledge/lived experience in Indigenous customs, traditions, and values is an asset.
- Will be required to complete cultural safety training required by the employer.
- Knowledge of healthcare and community resources in order to support clients.
- Demonstrated ability to maintain professionalism and make sound decisions under pressure.
- Valid Class 5 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.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Canadian Citizen or Permanent Resident.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

Qualifications will include minimum physical ability, vision standard, hearing standard and testing process. These tests will be a pre-requisite part of the Qualified Person training program. Regular testing throughout employment will also be a requirement. These requirements will align with national standards aligned with employer requirements.

WORK CONDITIONS

- Position requires a considerable amount of walking, standing, and the physical ability to restrain or evict unauthorized individuals.
- 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.

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 facility's 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: _____
Date

Revised: _____
Date



Approved by: _____
Regional Manager/ Supervisor

April 26, 2024

Date

Approved by:

Regional Lead/ CEO

Date

Reviewed by:

Regional Lead, Human Resources

April 26, 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.