

SECURITY COUNSELOR, LEAD

KIND OF WORK

Lead work associated with the direct care and security of dangerous, mentally ill patients.

NATURE AND PURPOSE

Under general supervision, schedules, advises and reviews the work of Security Counselors at a maximum security hospital. Additional responsibilities include providing informal counseling, implementing treatment plans, observing and documenting patients' behavior, and verbal and/or physical crisis intervention. Performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Reviews work of Security Counselors to insure that units are operating smoothly and that staff are interacting appropriately with patients. This is accomplished by making periodic rounds of each hospital unit to observe staff behavior and the cleanliness of units; and by checking files to insure that charting has been done correctly.

Schedules staff to insure that all units have adequate coverage without incurring overtime salary costs. This is accomplished by preparing and posting schedules, giving special consideration to problem areas within the hospital, and reviewing employees' requests for leave.

Trains, advises and assists Security Counselors in patient care and security procedures so that they know how to correctly perform their job responsibilities. This is accomplished by developing and implementing pre-service and in-service training; reviewing unit procedures and performance expectations with the staff; giving on the job training and guidance to staff.

Conducts and documents a debriefing meeting following patient incidents. This is accomplished by discussion of: patient behaviors leading up to the incident; response by staff to the patients' behavior; intervention techniques used that worked or did not work well; ideas about how to handle similar situations in the future. Documentation of debriefing meetings is completed in the proper format. Communication occurs with the Unit Supervisor regarding staff performance in incident situations. Incidents were dealt with by Security Counselors.

Implements established hospital security procedures in order to maintain harmony on the living units and minimize aggressive patient behaviors and patient escapes. This is accomplished by applying appropriate disciplinary and containment procedures to subdue aggressive patients and settle altercations, confrontations, and other crises situations as they occur; supervising patient visits; searching all new admissions and patients re-entering building from non-restricted areas; and documenting all security and disciplinary actions in incident reports, shift reports, and charts.

Enforces unit rules and encourages patient participation in unit government/program activities to insure that the unit has a therapeutic environment. This is accomplished by orienting newly admitted patients and transfers to unit policies and procedures; reminding, encouraging and/or assisting patients in meeting daily appointments and obligations (e.g. therapy sessions, daily personal hygiene, and custodial tasks); and facilitating group meetings and/or activities as assigned.

Counsels patients informally in order to help them adapt to the hospital environment and learn more positive ways to interact with others. This is accomplished by following treatment strategy developed by the professional treatment team; projecting a positive, approachable, supportive attitude which is conducive to a constructive patient interaction; and documenting therapeutic activity and treatment outcomes in regular reports to the team.

Observes and documents patients' behavior so that information about patients' progress is available to the professional staff. This is accomplished by reading patients; charts to familiarize self with patients' history; recording narrative, objective descriptions of patients; activities, attitudes, behavior and interactions on charts; completing assessment inventories for assigned patients at regular intervals; documenting significant events (e.g. violent acts, threats, disciplinary procedures) in appropriate form; and communicating sudden behavioral or physical changes immediately to professional staff.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Collective bargaining agreements and personnel rules sufficient to provide leadwork direction to Security Counselors.

Psychiatric terminology and theory sufficient to communicate with professional staff regarding treatment plans, patient history and patient progress.

Treatment philosophy of the unit to ensure that direction and orientation provided to security counselors is consistent with the focus of the unit.

Unit rules, policies and procedures sufficient to ensure fair and consistent implementation.

Therapeutic intervention and containment techniques and security policies and procedures sufficient to effectively deal with altercations, confrontations, and other crises situations that might occur.

First aid sufficient to administer emergency treatment.

Skill in:

Human relations sufficient to motivate and direct Security Counselors and sufficient to informally counsel, motivate, and assist patients in daily activities and to respond effectively to emergencies.

Oral and written communication sufficient to issue well organized and informative reports on patients' progress to professional staff.

Ability to:

Schedule and organize work to ensure effective use of Security Counselors' work time.

Observe and report on patients' behaviors and progress.

Follow and implement oral and written directions sufficient to comply with detailed regulations.

Complete required forms and documentation of patient incidents.

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Former Title: Attendant Guard
Supervisor