



Definition

Homeless Services Center is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring. The Security Manager is a member of the HSC Leadership Team and oversees all safety and security operations of HSC.

Distinguishing Characteristics

The Security Manager must have excellent surveillance and emergency response skills, need a strong commitment to security rules and knowledge of all hazards and threats to safety. They will have a number of Safety personnel under their responsibility and must exhibit leadership skills. The goal is to create and preserve an environment where employees, visitors and property are safe and well-protected.

Typical Job Duties

- **Developing Safety and Security Policies**
 - The Security Manager will work to create and implement safety and security policies and programs for HSC. The Manager will provide training to ensure that Safety staff are knowledgeable about all safety related policies.
 - Ensure all safety and security policies are enforced consistently with fairness, dignity and respect.
- **Coordinate Safety Activities**
 - Security Manager is responsible for ensuring that all employees have training in how to respond in emergency and crisis situations. To that end, the manager will conduct training sessions and run drills so that employees know what to do in case of fire, tornadoes or other emergencies. Security Manager might create and oversee the activities of a safety committee.
 - Oversee the Emergency Operations Plan (EOP) to enable HSC to continue with essential operations should disruptive geopolitical events, natural disasters, crime and computer/human errors occur.
- **Assess Physical Security and Safety Risks**
 - Security Manager will attempt to minimize or eliminate safety and security mishaps by assessing risks and developing programs and plans to address these issues. They will review campus environments and ensure that all physical and security risks are resolved to maintain safety of the campus.

Employment Standards

Some knowledge of:

- social and economic factors which influence individuals and/or households experiencing homelessness

Working knowledge of:

- recognizing individual reactions to stress.
- interviewing and record keeping techniques.
- leadership skills.

Thorough knowledge of:

- project management
- process improvement and implementation
- emergency management operations
- creating and/or implementing an Emergency Operations Plan

Ability to:

- collaborate with community emergency/law enforcement response agencies to promote interoperability and coordinated crisis response and recovery plans.
- provide oversight and direction to safety coordinator team.
- provide training to staff on de-escalation and client engagement strategies.
- utilize critical incident reporting system and ensure that all staff are following reporting policies.
- deescalate and work with persons in crisis situations
- develop and implement security policies, protocols and procedures

- control budgets for security operations and monitor expenses
- recruit, train and supervise security staff
- coordinate staff when responding to emergencies and alarms
- review reports on incidents and breaches
- investigate and resolve issues
- create reports for management on security status
- analyze data to form proposals for improvements

Training and Experience: Any combination of training and experience which would provide the required knowledge and abilities is qualifying. Typical ways to obtain these knowledge and abilities would be:

- A Bachelor's Degree from an accredited college with a major in social work, social welfare, human services, or one of the social or behavioral sciences
- 7 years of experience as a Security Manager or similar position
- Additional certifications such as; Master Exercise Practitioner, Certified Disaster Recovery Planner (CDRP), Emergency Management (FEMA), Project Management (PMP), Certified Business Continuity Planner (CBCP) or Associate Disaster Recovery planner preferred

SPECIAL REQUIREMENTS

- Possession of a valid California Class C Driver's License or must be able to provide suitable transportation which is approved by the organization may be required for certain positions.

HOURS

- This is a full time, salaried, benefited, exempt position. Ability to work evenings and weekend is required. Health Insurance and PTO benefits begin after 90-day introductory period.

Application Process

Please email a cover letter and resume to the attention of Human Resources at recruiter@santacruzhsc.org. No phone calls or faxes. HSC is an Equal Opportunity Employer.