Position: Community Access and Security Manager

POSITION SUMMARY

The Community Access and Security Manager oversees programs and services designed to support safe, reliable, and effective access to HMS services throughout the communities HMS serves. This position provides direct oversight of patient transportation, security services, and the coordination and deployment of HMS mobile medical and dental units. The Manager works collaboratively with clinical, operational, and administrative leadership to reduce operational barriers to care, coordinate community-based services, and maintain a safe and secure environment for HMS patients, visitors, employees, and physical assets.

The position is responsible for ensuring these services are delivered efficiently, consistently, and in alignment with HMS policies, applicable regulatory requirements, and identified community needs. All responsibilities are expected to be carried out in a professional, respectful, kind, and compassionate manner.

POSITION ACCOUNTABILITIES

Duties include, but are not limited to:

GENERAL MANAGEMENT RESPONSIBILITIES

1. Oversee the daily operations of HMS transportation, security, mobile unit coordination, and assigned community access functions.
2. Hire, supervise, schedule, and manage assigned transportation and security personnel and ensure appropriate staffing and operational coverage.
3. Maintain supervisory responsibilities for assigned staff, including timekeeping, performance evaluations, coaching, corrective action, training, and other personnel-related responsibilities.
4. Develop, implement, review, and update policies, procedures, workflows, and operational standards related to areas of oversight.
5. Develop and manage departmental budgets and monitor the appropriate use of assigned resources, vehicles, equipment, and supplies.
6. Support community access initiatives by coordinating with HMS departments and community partners, as appropriate, to facilitate access to HMS healthcare services.
7. Identify operational barriers affecting transportation, mobile services, security, or community access and work collaboratively with leadership to develop appropriate solutions.
8. Monitor utilization, operational trends, service needs, and other relevant information within assigned areas and provide updates or recommendations to leadership as appropriate.

9. Ensure operations within assigned areas comply with applicable HMS standards, policies and procedures, and regulatory requirements within the scope of the position.

SECURITY RESPONSIBILITIES

10. Direct HMS security operations to promote a safe and secure environment for patients, visitors, employees, and organizational property.
11. Conduct or coordinate routine security assessments and respond to identified security concerns, threats, breaches, and incidents in accordance with HMS policies and procedures.
12. Ensure appropriate security communication and documentation practices, including effective communication between security personnel during shift changes and documentation of security standby activities.
13. Collaborate with Compliance, Operations, and organizational leadership regarding security concerns, safety risks, disruptive patient situations, and other circumstances requiring coordinated organizational response.

TRANSPORTATION RESPONSIBILITIES

14. Oversee patient transportation services to support reliable access to scheduled HMS healthcare services, including coordination of transportation schedules and dispatching activities.
15. Work collaboratively with Operations and other HMS departments to ensure transportation schedules are operationally and logistically feasible.
16. Monitor transportation operations for safety, reliability, appropriate documentation, and compliance with applicable HMS, USDOT, NMDOT, and other requirements.

MOBILE UNIT RESPONSIBILITIES

17. Coordinate and oversee mobile medical and dental unit scheduling and deployment based upon identified community needs, access-to-care priorities, operational capacity, and applicable HRSA Health Center Program requirements.
18. Collaborate with clinical, operational, and leadership teams to establish mobile service schedules that account for appropriate staffing, service availability, location readiness, and operational feasibility.
19. Coordinate communication regarding mobile unit deployments, including schedules, locations, service availability, patient scheduling needs, and outreach activities.

OTHER RESPONSIBILITIES

20. Other duties as assigned.
21. Failure to comply with Hidalgo Medical Services Written Standards, including failure to report conduct or events that may potentially violate legal, regulatory, compliance, or HMS requirements, may result in disciplinary action up to and including termination of employment in accordance with the Hidalgo Medical Services Compliance Program Policy and Procedure.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent required.
- Strong written and verbal communication skills, with the ability to communicate clearly and professionally

- Valid New Mexico Driver's License with an acceptable driving record.
- Current BLS certification required within three months of hire
- Current driver training certification as required by HMS within three months of hire
- Obtain Security Certification within six months of hire

PREFERRED QUALIFICATIONS

- Supervisory or management experience preferred.
- Proficiency in Microsoft Office applications, including Word, Excel, Outlook, and other commonly used business applications.
- Demonstrated ability to coordinate multiple operational programs, schedules, and competing priorities.
- Demonstrated ability to independently create, draft, organize, and prepare professional reports, correspondence, summaries, and other business documents with accuracy and ease.

To Apply:

Completed HMS Employment Application may be emailed to jobs@hmsnm.org or
Dropped off or mailed:
1105 N. Pope Street, Building C, Silver City, NM 88061
or
530 De Moss Street, Lordsburg, NM 88045
For more information call 575-534-0788 or 575-542-2326