



PORTLAND VA MEDICAL CENTER

Portland, Oregon Division
Vancouver, Washington Division
Community Based Outpatient Clinics
Salem, OR Bend, OR
Camp Rilea (Warrenton, OR)



NOTICE OF VACANCY *AMENDED 02/24/09

1. <u>Announcement Number</u> MP-09-0167-LS	2. <u>Title, Series, Grade, Salary</u> Voluntary Service Specialist (083100/71890) GS-301-7/9 \$40,075 to \$63,726 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> 7:30am - 4pm M - F	4. <u>Duty Station</u> Voluntary Service, Portland Division
5. <u>Type & Number of Vacancies</u> Permanent 1 Full-time position	6. <u>Contact</u> Human Resources Assistant 503-273-5236	7. <u>Opening Date</u> 02/24/09	8. <u>Closing Date</u> 03/16/09

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 employees of the Portland VA Medical Center eligible under the interchange Agreement. Included are permanent employees of the Willamette National Cemetery, Regional Office, Veterans Outreach Center and Veteran's Canteen.

MAJOR DUTIES:

The incumbent assists in all aspects of the development, coordination and management of the Voluntary Service program, and is responsible for independent management of specific programs such as the DAV Transportation Network or the Home Health Volunteer Program. The incumbent provides support in the overall integration of volunteer participation in the six categories of volunteer placements (Clinical, Administrative, Guest Services, Facilities Management Services, Special Projects and Hospital Support). The incumbent is primarily responsible for interviewing, scheduling, placement and evaluation of volunteers. The incumbent is responsible for assuring that favorable interpersonal relations with management, volunteers, community service organizations, staff and all customers are maintained. The incumbent works in conjunction with the Chief, Voluntary Service in the planning and execution of a variety of complex internal and external special events such as the annual Volunteer Recognition event, National Salute to Hospitalized Veterans, Veterans Day and other programs directly related to Voluntary Service. The incumbent performs administrative work which may include assisting with the procurement, contracting and supply of all items needed for volunteer recruitment and recognition, donations management, data management etc. The incumbent independently develops volunteer recruitment materials including brochures, flyers, posters and displays and determines the best way to implement these tools in expanding recruitment of additional volunteers. The incumbent compiles information for the preparation of statistical and narrative reports assigned by the Chief. The incumbent performs a full range of program and administrative duties, including a variety of duties with assigned or self-initiated priorities.

THIS POSITION IS IN THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-301 series applies and may be reviewed in the Human Resources Management Service office. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.

Specialized Experience: One (1) year experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level.

Substitution of Education for Experience: If using education as a substitute for experience, please submit a copy of your college transcripts with application packet. **GS-7:** One (1) full year of graduate level education or superior academic achievement; **GS-9:** Master's or equivalent graduate degree or 2 full years of progressively higher level graduate education leading to such a degree or LL.B. or J.D., if related.

*BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

***On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond may result in a less desirable rating.**

1. Knowledge of principles, practices, concepts and methods used in Voluntary Service, with the ability to apply knowledge in a wide range of situations. Must have ability to implement methods, techniques, policies in a fast-paced environment with unusual situations.
2. Ability to communicate effectively, both verbal and in writing. Ability to develop and maintain positive and successful

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relationships with a variety of people from different ethnic, education, and socio-economic backgrounds and interests.

3. Knowledge and ability to put into practice interpersonal communication skills, which foster effective working relationships with volunteers, staff, community groups, students, businesses and the general public.
4. Ability to create, manage and evaluate volunteer service programs, events and volunteer positions, including the ability to oversee and track volunteer recognition, inventory, donations, etc. Knowledge of national VSS computer system and its' function within Voluntary Service.
5. Ability to effectively recruit, interview and evaluate prospective volunteers in order for their talents and interests to be appropriately utilized. Ability to supervise in order to direct, plan, and evaluate volunteer work, operations and programs.
6. Skills in exercising tact, courtesy and professionalism when dealing with congressional offices, community leaders and representatives from the media
7. Knowledge of the Voluntary Service mission, vision, and goals, VHA Handbook 1620.1 and 1620.2 and its functions in the medical center. Knowledge of the veteran's service organizations role in the Voluntary Service Program. Ability to apply this knowledge when communicating with the community to enlist their interest in volunteering.

CONDITIONS OF EMPLOYMENT:

- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future.
- This is a developmental position. If selected below the target level, employee may be promoted without further competition upon satisfactory completion of qualification and eligibility requirements.
- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.
- It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

HOW TO APPLY:

Portland VAMC Permanent Employees must submit:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 03/23/09)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional, but recommended. (due 03/23/09)
4. MPQ – Merit Promotion Questionnaire is optional but recommended if you have qualifications pertaining to the position applied for but are not in your OPF

All application packets must be received in Human Resources by Close of Business (COB) on 03/16/09 (except as noted above). Application forms may be obtained in Human Resources Office or on our internal website.

<http://vaww.portland.med.va.gov/Departments/CFO/HR/>

Applications may be mailed to:

Portland VA Medical Center, P4HRMS

Attn: MP-09-0167-DG

PO Box 1034

Portland, OR 97207

Or brought in person to:

Portland VA Medical Center

3710 SW US Veterans Hospital Rd

Building 16, Room 300

Portland OR 97239

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept FAX, or emailed applications or applications in a US government envelope.**