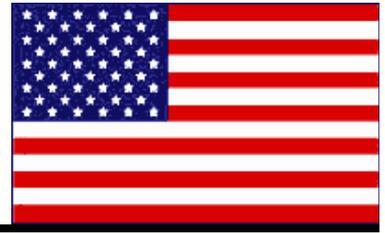




# PORTLAND VA MEDICAL CENTER

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



## NOTICE OF VACANCY

<b>1. <u>Announcement Number</u></b>  <b>T-07-420-DL</b>	<b>2. <u>Title, Series, Grade, Salary</u></b>  <b>Program Support Assistant (070660) GS-303-6 \$ 33,597 to \$ 43,676 per annum (Based on full-time employment)</b>	<b>3. <u>Tour of Duty</u></b>  <b>7:00am to 3:30pm M-F</b>	<b>4. <u>Duty Station</u></b>  <b>Primary Care Division, Vancouver Division</b>
<b>5. <u>Type &amp; Number of Vacancies</u></b>  <b>Temporary, NTE 1 year &amp; 1 day 1 Full-time position</b>	<b>6. <u>Contact</u></b>  <b>Human Resources Assistant 503-220-8262 x 57317</b>	<b>7. <u>Opening Date</u></b>  <b>4/30/07</b>	<b>8. <u>Closing Date</u></b>  <b>5/18/07</b>

### WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Any US Citizen

### MAJOR DUTIES:

The incumbent serves as a Program Support Assistant for the Primary Care Division. The incumbent reports directly to an Operations Manager of the Metro Community Based Outpatient Clinics (CBOC's) and is responsible for a wide range of assignments in providing administrative and management support to the divisional management team. This position will at times require support functions for the Administrative Director and Clinical Director of the division. In this capacity, the duties will include administrative and clerical support of clinical coordinating all aspects of managing a business office in a complex and rapidly changing environment. This position will also monitor and maintain divisional staff competency files, ensuring that licensures, credentialing and privileging, proficiencies, QM Data, Volume/Workload Data, BLS, education and correspondence is up-to-date and accurate. The incumbent will update divisional databases and be familiar with statistical data associated with capacity and demand, benchmarking criteria and Joint Commission on Accreditation of Healthcare Organizations (JCAHO) standards and regulations. The incumbent will be seen as the expert for expediting and coordination between all CBOC clinics and various medical center divisions and respective personnel. Duties will also include having a clear understanding of the Human Resources functions within the division and be able to interface with appropriate agencies to accomplish the necessary functions of the interview processes, hiring, extensions, promotions, terminations and benefits of personnel. Other responsibilities will include duties as a divisional timekeeper for staff employees assigned to the Metro CBOC's as well as supply and equipment ordering. Through direct interfacing with medical center personnel and involvement with special projects, the incumbent will act as a liaison between executive leadership and divisional staff to include clinical healthcare providers. Assignments will include office management, professional networking and communications, data collection, analysis and reporting of ongoing pertinent program data.

### **THIS POSITION IS IN THE BARGAINING UNIT**

### QUALIFICATION REQUIREMENTS:

**Eligibility:** U.S. Office of Personnel Management Qualification Standards Handbook for GS-303 series applies and may be reviewed in the Human Resources Management Service office.

**Specialized Experience:** 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 position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level for at least one full year.

**Substitution of Education for Experience:** Not applicable.

### 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 to rating factors will result in applicant not being referred for the position:***

1. Experience in utilizing automated time card system and knowledge of applicable guidelines and regulations; ability to post and maintain accurate timecard records for nursing, administrative, and provider staff.
2. Knowledge of and proficiency in preparing documentation to support Human Resources actions and processes.
3. Ability to effectively manage and organize office functions in a busy office environment including multi-tasking with competing priorities in a timely and professional manner.
4. Experience with maintaining calendars, creating and tracking travel requests, staff educational requirements, ordering supplies and maintaining inventory, coordinating meetings, conferences, taking meeting minutes, and using tact and diplomacy in dealing with sensitive and confidential issues.
5. Knowledge of personal computers, Vista applications, and experience using Microsoft Office software including Outlook, Word, Excel, and PowerPoint.

(Continued on next page)

## **CONDITIONS OF EMPLOYMENT:**

Applicants without prior federal service will be appointed at step one of the grade

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

Under Executive Order 11935, only United States citizens and nationals (residents of American Samoa and Swains Island) may compete for civil service jobs. Agencies are permitted to hire noncitizens only in very limited circumstances where there are no qualified citizens available for the position.

A security clearance and a favorable suitability determination are required. Misconduct in prior employment, criminal, dishonest or disgraceful conduct, habitual use of intoxicating beverages, abuse of narcotics, drugs or other controlled substances, or reasonable doubt of loyalty to the United States are examples of reasons an offer of employment may be denied.

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:**

### **US Citizens must submit:**

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov>) for information on how to apply with a resume instead of OF-612
2. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
3. Veterans Preference:
  - a. DD-214, Military Discharge Paper (member copy #4 for July 1979 or later editions) (For 5 Point Veteran's Preference).
  - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later)
  - c. VA letter of service-connected disability rating dated 1991 or later.
4. SF-50, Notification of Personnel Action (if applying as a current or former federal employee).
5. Narrative statement relating to all of the KSAs. Candidates **must** submit a narrative statement on a separate page(s) with specific responses to all of the knowledge, skills, and abilities (KSAs) in this announcement. Failure to submit your narrative response to all of the KSAs will result in the applicant not being referred for the position.
6. A copy of your college transcripts (Optional unless education is required).

**All application packets must be received in Human Resources by Close of Business (COB) on 5/18/07** cation forms may be obtained in Human Resources Office or on our external website <http://www.visn20.med.va.gov/Portland/mc/hr>

*Applications may be mailed to:*  
Portland VA Medical Center, P4HRMS  
**Attn:T-07-420-DL**  
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.**