



Department: Department Of Veterans Affairs

Agency: Veterans Health Administration

Job Announcement Number:

MP-08-593-SJ

## Overview

### Supervisory Program Specialist

**Salary Range:** 47,245.00 - 61,423.00 USD per year

**Open Period:** Thursday, September 04, 2008 to Wednesday, September 17, 2008

**Series & Grade:** GS-0301-09

**Position Information:** Full Time Agency Employees Only

**Promotion Potential:** 09

**Duty Locations:** 1 vacancy - Vancouver, WA

**Who May Be Considered:**

Agency Employees Only - Appearing on USAJOBS

**Job Summary:**

**WHO WE ARE**

We are people who take great pride and deep satisfaction in providing America's veterans with the best clinical care, the most innovative technology, and the most comprehensive array of benefits America has to offer.

**MISSION & VISION**

*"To care for him who shall have borne the battle and for his widow and his orphan."*

–Abraham Lincoln

**ANNOUNCEMENT NUMBER:** MP-08-593-SJ

**VACANCY ID:** VS208991

**POSITION TITLE:** Supervisory Program Specialist GS-0301-09/09

**WORK SCHEDULE:** Full Time

**Key Requirements:**

- Please refer to the "Requirements" section of this vacancy announcement.

## Duties

**Major Duties:**

The incumbent supervises the general management for the Compensation & Pension Program of the Primary Care Division. Incumbent provides assistance in resource utilization, strategic planning, and organizational development. Incumbent will function as the supervisor of clerical support staff by

evaluating managing flow of work within the administrative office. Incumbent will assist in managing the program's administrative infrastructure, by applying statistical analysis of program methods, procedures and systems in order to continually identify areas of improvement and development plans to implement changes when needed. Incumbent assists in the design, implementation and management of program data systems to support the program objectives and the requirements of quality assurance required by VA Headquarters, and the Joint Commission on Accreditation of Healthcare Organizations. The incumbent is responsible for leave administration, incentive awards programs, motivation and morale, administrative disciplinary actions, recruitment and placement, positions management and classification, preparing position descriptions, overseeing semiannual and annual evaluation, counseling employees whose performance is marginal or unsatisfactory and implementing continuing education activities.

#### Qualifications and Evaluation

##### **Qualifications:**

##### **Minimum Qualifications:**

A. A master's or equivalent graduate degree or two (2) full years of progressively higher level graduate education leading to such a degree related to the Supervisory Program Specialist position which provided you with the knowledge, skills, and abilities necessary to do the work of this position. Remember, transcripts are required when using education to qualify.

OR

B. One (1) full year, or more, of specialized experience performing work that is in or related to the work of this position as described in the vacancy announcement. Examples of specialized experience include, but are not limited to, working as a Supervisor, Senior, or Lead Benefits Administrator/Representative in the benefits eligibility section of a large hospital, medical center or similar employer. This experience was equivalent to at least the GS-07 level in the Federal service. One full year is defined as 12 months of full-time employment, part-time employment is pro-rated based on a full-time schedule (i.e., 20 hours per week is 50 percent of full-time, therefore 12 months at 20 hours per week would count as six months of experience).

**APPLICANTS 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 attendance and/or degrees from only these schools. Applicants can verify accreditation at the following website: [www.ed.gov/admins/finaid/accred/index.html](http://www.ed.gov/admins/finaid/accred/index.html) . All education claimed by applicants will be verified by the appointing agency accordingly.

**FOREIGN EDUCATION REQUIREMENTS:** To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specialized in interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

**CONDITIONS OF EMPLOYMENT:** (Failure to comply may be grounds for withdrawal of an offer of employment or dismissal after appointment)

- Applicants must be citizens of the United States, and be at least 16 years of age as of the closing date.
- Applicants tentatively selected for certain designated positions may be subject to a random drug screening for illegal drug use. Applicants who refuse to be tested will be denied employment.
- New Appointees will be subject to a background investigation to determine suitability. Male applicants born after December 31, 1959, must certify at the time of appointment that they have registered with the Selective Service system or are exempt for having to do so under Selective Service law.
- Applicants must not be listed on the Department of Health and Human Services (DHHS) Office of Inspector General Sanctions database.
- Applicants selected for positions through this announcement may be subject to a one year supervisory probationary period.
- Public Law 95-201 requires that persons appointed to direct patient-care positions must possess the required

basic proficiency in spoken and written English.

### How You Will Be Evaluated:

To determine if you are among the best qualified for this job, if qualified, a review of your resume and supporting documentation will be made and compared against your responses to the Assessment Questionnaire. The score assigned is a measure of the degree in which your background matches the competencies required for this position. Please follow the instructions carefully. Errors or omissions may affect your application. Do not overstate or understate your level of experience and capability. You should be aware that your responses are subject to evaluation and verification. If a determination is made that you have rated yourself higher than is supported by your resume OR if your application is incomplete, you will be assigned a rating commensurate to your described experience. Later steps in the selection process may be used to verify your stated level of experience and capability. Deliberate attempts to falsify information may be grounds for not hiring you.

### Benefits and Other Information

#### Benefits:

The Federal government offers a number of exceptional benefits to its employees. The following Web addresses are provided for your reference to explore the major benefits offered to most Federal employees.

**Flexible Spending Accounts** - The Federal Flexible Spending Accounts Program (FSAFeds) allows you to pay for certain health and dependent care expenses with pre-tax dollars. For additional information visit:

<https://www.fsafeds.com/fsafeds/index.asp>

**Health Insurance** - The Federal Employees Health Benefits Program offers over 100 optional plans. For additional information visit: <http://www.opm.gov/insure/health/index.asp>

**Leave** - Most Federal employees earn both annual and sick leave. For additional information visit:

<http://www.opm.gov/oca/leave/index.asp>

**Life Insurance** - The Federal Employees' Group Life Insurance Program (FEGLI) offers: Basic Life Insurance plus three types of optional insurance, for additional information visit: <http://www.opm.gov/insure/life/index.asp>

**Long Term Care Insurance** - The Federal Long Term Care Insurance Program (FLTCIP) provides long term care insurance for Federal employees and their parents, parents-in-law, stepparents, spouses, and adult children. For additional information visit: <http://www.ltcfeds.com/>

**Retirement Program** - Almost all new employees are automatically covered by the Federal Employees Retirement System (FERS). FERS is a three-tiered retirement plan. The three tiers are: Social Security Benefits, Basic Benefit Plan, Thrift Savings Plan. For additional information visit: <http://www.opm.gov/retire/index.asp>

This link provides an overview of the benefits currently offered to Federal employees.

<http://www.usajobs.opm.gov/ei61.asp>

### How to Apply

#### How To Apply: PLEASE NOTE:

- It is *your responsibility* to insure that all application materials are **RECEIVED** by 11:59 p.m. Eastern time on the closing date of the announcement (Wednesday, September 17, 2008) in order to be considered. We cannot be responsible for incompatible software, illegible fax transmissions, interruptions in internet service, etc.
- You must submit a complete application package. Failure to provide complete information may result in your not receiving consideration for this position.
- You must submit your assessment questionnaire online (through Application Manager) **or** on OPM

Form 1203-FX (and faxed). **Do not send printouts of your Application Manager Questionnaire Answers.**

- You will not be contacted for additional information.
- Your application materials will not be returned. Do not submit original documents that you may need in the future.
- Your application must be completed on-line or faxed. **This office does not accept applications by electronic mail (e-mail), regular mail, or in person.**

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## Applying for this position is as easy as 1, 2, 3...

Just by following three steps, you will submit a complete application package and receive consideration for this position. Be sure to follow the steps carefully and complete all three. Each step is described in detail below.

1. Your responses to the **Assessment Questionnaire**, (*which may be completed electronically or on the OPM Form 1203FX and faxed*),
2. Your **resume** or **OF-612** (*which may be completed electronically, uploaded, or faxed*), and
3. **Other documents** specified under Required Documents (*which may be uploaded or faxed*).

Use *Application Manager* for convenience and quickest processing. Track your progress to a *Complete Application Package* using *My Application Packages* checklist and status displays in Application Manager. Your Application Package status must be *Complete* by 11:59 p.m. Eastern time on Wednesday, September 17, 2008.

## STEP 1:

Complete and submit the **Assessment Questionnaire**. The questionnaire **must** be completed and submitted in order to receive consideration for this position.

PLEASE NOTE: We highly encourage you to complete the Assessment Questionnaire online as it is the most efficient way to process your responses. Using paper application forms may delay the processing of your application. If you are unable to complete the Assessment Questionnaire online, go to STEP 3 of this announcement and refer to the alternatives described under "**Alternative Methods for Completing the Application Package**"

You must provide responses to all required questions. Be sure to double check your application before submission and click on "**SUBMIT**" when it is complete. Your application is not transmitted to us until **you submit it**.

To complete your Assessment Questionnaire online, click the following link:

[Online Questionnaire](#)

or enter <https://ApplicationManager.gov> You can save your work and come back later. To return to Application Manager at any time by simply going back to this web address.

The Assessment Questionnaire must be completed and submitted by 11:59 p.m. Eastern time on Wednesday, September 17, 2008.

### Social Security Number

Enter your Social Security Number in the space indicated. Providing your Social Security Number is voluntary, however we cannot process your application without it.

### Vacancy Identification Number

**1. Title of Job**

Supervisory Program Specialist

**2. Biographic Data**

**3. E-Mail Address**

Please enter your e-mail address in the space provided. If you do not provide an e-mail address you may not receive a notice of your results.

**4. Work Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

**5. Employment Availability**

**6. Citizenship**

Are you a citizen of the United States?

**7. Background Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

**8. Other Information**

**9. Languages**

If you are applying by the OPM Form 1203-FX, leave this section blank.

**10. Lowest Grade**

Enter the lowest grade (09) you will accept for this position.

09

**11. Miscellaneous Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

**12. Special Knowledge**

If you are applying by the OPM Form 1203-FX, leave this section blank.

**13. Test Location**

If you are applying by the OPM Form 1203-FX, leave this section blank.

**14. Veteran Preference Claim**

**15. Dates of Active Duty - Military Service**

**16. Availability Date**

If you are applying by the OPM Form 1203-FX, leave this section blank.

**17. Service Computation Date**

If you are applying by the OPM Form 1203-FX, leave this section blank.

## 18. Other Date Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

## 19. Job Preference

If you are applying by the OPM Form 1203-FX, leave this section blank.

## 20. Occupational Specialties

The specialty code(s) for this position is (are):

001 Compensation & Pension

## 21. Geographic Availability

The location code(s) for this position is (are):

1487 Vancouver, WA

## 22. Transition Assistance Plan

If you are applying by the OPM Form 1203-FX, leave this section blank.

## 23. Job Related Experience

If you are applying by the OPM Form 1203-FX, leave this section blank.

## 24. Personal Background Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

## 25. Occupational/Assessment Questions:

1. Which of the following statements best describes your education and/or experience which qualifies you for the Supervisory Program Specialist position at the GS-9 level? Select only one response.

A. I have a master's or equivalent graduate degree or two (2) full years of progressively higher level graduate education leading to such a degree related to the Supervisory Program Specialist position which provided me with the knowledge, skills, and abilities necessary to do the work of this position. Remember, transcripts are required when using education to qualify.

B. I have one full year, or more, of specialized experience performing work that is in or related to the work of this position as described in the vacancy announcement. Examples of specialized experience include, but are not limited to, working as a Supervisor, Senior, or Lead Benefits Administrator/Representative in the benefits eligibility section of a large hospital, medical center or similar employer. This experience was equivalent to at least the GS-07 level in the Federal service. One full year is defined as 12 months of full-time employment, part-time employment is pro-rated based on a full-time schedule (i.e., 20 hours per week is 50 percent of full-time, therefore 12 months at 20 hours per week would count as six months of experience).

C. I have a combination of graduate education as described in A and specialized experience as described in B which totals at least one year. To compute, divide your total months of qualifying experience by 12. Then divide your semester hours of graduate education beyond two years by 18. Add the two percentages. The total percentage must equal at least 100% to qualify.

D. I do not have the experience or education described in either "A", "B" or "C."

For each task in the following group, choose the statement from the list below that best describes your experience and/or training. If you are not applying online, please darken the oval corresponding to that statement in Section 25 of the Qualifications and Availability Form C. Please select only one letter for each item.

A- I have not had education, training or experience in performing this task.

B- I have had education or training in performing the task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or

senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

2. Maintain staff competencies and mandatory educational and performance reviews.
3. Prioritize workload, assign duties, meet timeliness standards.
4. Comprehension and knowledge of National quality assurance standards (Compensation and Pension Evaluation Program CPEP).
5. Knowledge of Medical Center Memorandums pertaining to registry programs (Agent Orange, Project SHAD, Persian Gulf, Ionizing Radiation, Prisoner of War).
6. Familiarity with Compensation & Pension (C&P) benefits.
7. Familiarity with vesting criteria and eligibility requirements for VHA.
8. Continuously monitor timeliness (AMIS 290).
9. Ability to implement systems redesign methodology (process improvement).
10. Monitor staffing levels and coordinate clinic functions accordingly.
11. Ability to utilize electronic medical records.
12. Utilize statistical databases to collect, analyze, report and present information to leadership.
13. Familiarity with CPEP templates (CAPRI).
14. Meet monthly and weekly deadlines in a timely manner (Vapor Suspensions).
15. Ability to organize and problem solve to maintain clinic operations (staffing levels).
16. Flexibility/adaptability to accommodate new and unusual situations.
17. Provide feedback to staff regarding staff satisfaction and performance measure data (CPEP, AMIS 290).
18. Coordination of clinic schedules and staffing criteria/guidelines.
19. Prepares and discusses reports to management.

## **STEP 2:**

**Please see specific instructions based on your eligibility.**

### **PERMANENT VAMC Employees**

- Résumé
- Questionnaire
- Most recent SF-50
- Any other supporting documentation if desired

### **CTAP/ICTAP Eligibles**

If you are currently a Department of Veterans Affairs employee who has received a Reduction-in-Force (RIF) separation notice or a Certificate of Expected Separation, or if you are a displaced Federal employee, you may be entitled to special priority selection under the Department of Veterans Affairs Career Transition Assistance Program (CTAP), or the Interagency Career Transition Assistance Program (ICTAP). Contact the Personnel Management Specialist listed on the vacancy announcement for instructions on how to apply.

To submit the documents requested follow the options listed above. Your resume, curriculum vitae, the Optional Application for Federal Employment (OF 612), or any other written format you choose to describe your job-related qualifications can be submitted electronically using the document upload process or fax. Please ensure that your resume contains your full name, address, phone and at least your last four digits of your social security number.

Note: Please ensure that your resume contains the basic information outlined under the Applying for a Federal Job link: <http://www.opm.gov/forms/pdfimage/of0510.pdf>

## STEP 3:

Submit other required application materials, as applicable.

- If you are using **education** to qualify, you must submit copies of college transcripts or a course listing that identifies for each course completed: the college or university, semester or quarter hours earned, grade, and grade-point average received.

**Be sure to complete all THREE STEPS of the application process described above in order to submit a complete application package and receive consideration for this position.**

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### ALTERNATIVE METHODS FOR COMPLETING THE APPLICATION PACKAGE

To Complete the Assessment Questionnaire manually, you will need a copy of the answer sheet, referred to as the Occupational Questionnaire - **OPM Form 1203-FX** which can be obtained electronically at

[http://www.opm.gov/forms/pdf\\_fill/opm1203fx.pdf](http://www.opm.gov/forms/pdf_fill/opm1203fx.pdf) ;

or by calling USAJOBS at 703-724-1850; follow the instructions given;

or by visiting the Human Resources Management Service of the Portland VA Medical Center.

You will also need a copy of the vacancy announcement to use as a guide in answering the questions. You **must** provide responses to all required questions. Some questions may request an additional written response to support your answer, such as *"Please explain or provide additional information to support your response to the above question."* When additional information is requested, please provide your answer(s) on a separate sheet of paper with the corresponding questionnaire number indicated, and type or print your answers legibly. You may omit any sections marked "optional" and be sure to double check your application before submission. **NOTE: The Questionnaire answer sheet is six pages long -- all six pages MUST be submitted even when the number of questions does not exceed page 5. In this case, please complete the top of Page 6 with your social security number and the vacancy ID number VS208991.**

You may submit the Form 1203-FX, resume and any supporting documents by fax.

If you are faxing a Form 1203-FX, do not use a separate cover sheet. Simply make sure the Form 1203-FX is on top of any other documents you are faxing.

**If you are faxing any documents without the Form 1203-FX** on top, always use the official cover sheet which is here - <http://staffing.opm.gov/pdf/usascoversheet.pdf> . Be sure to fill it out completely and clearly. Place

your documents in the following order: US Government Application Cover Page; Resume or OF 612 (Application for Employment); Other required application materials.

The fax number is 1-478-757-3144. Feed all documents into your fax machine top first so that we receive them right-side up. If you fax your documents using any other cover sheet, you may not receive consideration.

**Mailed, e-mailed or hand delivered applications will not be accepted.** If you are unable to upload your documents after completing the Occupational Questionnaire online, you may FAX your documents (resume, transcripts, etc.) as instructed above.

**Required Documents:**

All of the government forms mentioned in the above statements can be downloaded from the following web address: [www.opm.gov/forms](http://www.opm.gov/forms) or obtained at the Human Resources Management Office of the duty station.

**Contact Information:**

HR Help Desk  
Phone: (503)273-5236  
Fax: (478)757-3144  
Email: portlandvajobs@va.gov

Or write:

Primary Care  
PLEASE DO NOT MAIL APPLICATIONS  
APPLY ONLINE OR FAX  
Portland, OR 97239  
Fax: (478)757-3144

**What To Expect Next:**

Your resume and supporting documentation will be compared to your responses to the Assessment Questionnaire. The questionnaire is designed to capture the desired knowledge, skills, and abilities for this position. The evaluation you receive is based on your responses to the questionnaire and is a measure of the degree to which your background matches the knowledge, skills, and abilities required of this position.

If your application does not support your responses to the questionnaire, or if you are not able to provide verifying documentation, it may affect your evaluation or result in your name being removed from further consideration.

If you are eligible for veterans' preference, you will be given preference based on the documentation you submit. Please see the "**Veterans Information**" section of this announcement for details.

This office will **not** contact you to discuss missing or illegible documents.

Once your qualifications have been evaluated, your application will be assigned a numeric score. Candidates will be ranked in score order with appropriate points added for veterans' preference.

**An ELECTRONIC NOTIFICATION LETTER will be sent to applicants who provide an e-mail address.** If you do not provide an e-mail address, you will not receive a notification letter. Normal processing time is **4 - 6 weeks**.

EEO Policy Statement

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.

#### Reasonable Accommodation Policy Statement

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.



#### **Send Mail**

**Send Mail to:**

Primary Care

PLEASE DO NOT MAIL APPLICATIONS

APPLY ONLINE OR FAX

Portland, OR 97239

Fax: (478)757-3144



#### **Questions?**

**For questions about this job:**

HR Help Desk

Phone: (503)273-5236

Fax: (478)757-3144

Email: [portlandvajobs@va.gov](mailto:portlandvajobs@va.gov)

**USAJOBS Control Number: 1331316**