



UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Department: Department Of Veterans Affairs

Agency: Veterans Health Administration

Job Announcement Number: VHA20-09-296796-JMT

Job Title: Health System Administrator (Assistant Director)

Salary Range: 99,892.00 - 129,865.00 USD per year

Series & Grade: GS-0670-14

Promotion Potential: 14

Open Period: Monday, November 02, 2009 to Monday, November 16, 2009

Position Information: Full Time Agency Employees Only

Duty Locations: 1 vacancy - Portland, OR

Who May Be Considered: Agency Employees Only - Appearing on USAJOBS

Job Summary:

VETERANS HEALTH ADMINISTRATION

VAMC PORTLAND, OR

VACANCY ANNOUNCEMENT

The Assistant Medical Center Director acts as a member of the Senior Management team and may work on a day-to-day basis as a peer with the Chief of Staff and Nurse Executive.

The Assistant Director must demonstrate advanced knowledge and ability to direct complex administrative management systems, plus a working knowledge and understanding of general clinical systems as they relate to patient care, the primary mission of the health care system.

The incumbent may assist the Director in the organization, direction, and coordination of administrative functions of the center and may serve as Acting Director in the Director's absence. Administrative functions may include direction of resources, human resources and information resources management, logistics, facilities and health care environment management and health services administration. In addition, the incumbent may have responsibility for strategic and tactical planning, systematic internal reviews and receives special analysis projects and studies.

Key Requirements:

Flexibility to relocate
Eligible Canteen Svc & eligible Title 38 employees may also apply.

Major Duties:

Within the context of serving as a member of a health care network management team, the Assistant Medical Center Director acts as a full member of the senior management team, may assist the Director in the organization, direction and coordination of administrative functions of the center and may serve as Acting Director in the Director's absence. Administrative functions may include direction of resources, human resources and information resources management, logistics, facilities and health care environment management, and health services administration. In addition, the incumbent may have lead responsibility for strategic and tactical planning, systematic internal reviews, and special analysis projects and studies.

Qualifications:

You must have one year of specialized experience equivalent to the next lower grade in the Federal service at a level close to the work of this job that has given you the particular knowledge, skills, and abilities required to successfully perform. Typically we would find this experience in work within this field or a field that is closely related.

Specialized experience is progressively responsible experience in analytical or administrative, or clinical management or supervisory experience in the health care field. This work may have been performed in an operating health care facility or a higher organizational echelon with advisory or directional authority over such facilities. Work must have involved a close working relationship with facility managers and analysis and/or coordination of administrative, clinical, or other service activities, and provided knowledge of the following:

- (1) Missions, organizations, programs, and requirements of health care delivery systems;
- (2) Regulations and standards of various regulatory and credentialing groups; and
- (3) Government-wide, agency, and facility systems and requirements in various administrative areas such as budget, personnel, and procurement.

IMPORTANT-IMPORTANT-IMPORTANT

IN ADDITION TO COMPLETING THE ONLINE QUESTIONNAIRE, please provide written responses to the following eight : Knowledge, Skills and Abilities (KSA) Required: Candidates should submit a narrative statement on a separate page (s) with specific responses to the knowledge, skills and abilities (KSAs). Responses to the rating factors must be in 12 pitch and limited to 2 pages for each rating factor.

Technical

1. Knowledge of the operation of a healthcare organization or system and the principles and practices of health care management.

Provide an example(s) that best illustrates your knowledge of health care operations. Include how you involve staff to improve work processes and outcomes and fostered and rewarded high standards, safety and continuous improvement.

Personal Mastery

2. Takes initiative for self development and continues learning.

Describe both a professional development and self-development activity that resulted in your professional and personal growth and continuous learning.

Interpersonal Effectiveness

3. Ability to establish and maintain effective relationships with internal and external groups and individuals.

Summarize how you have had to negotiate to achieve cooperation among people with varying opinions and points of view.

Describe a significant written or oral presentation that you have completed, and how it accomplished its intended purpose.

Customer Service

4. Ability to design work processes and systems that are responsive to customers.

Describe a specific example where you used customer feedback to improve service to either an internal or external customer.

Flexibility - Adaptability

5. Ability to respond appropriately to new and or changing situations and demonstrates resilience.

Describe a situation where you had to manage multiple and conflicting high-level tasks prioritizing as needed. How did you involve others to reach desired results?

Creative Thinking

6. Ability to generate new and innovative solutions to problems by challenging assumptions and looking beyond the status quo.

Provide an example of a specific situation where you championed a new idea, describe how you identified the action, how you engaged staff, and how the results accomplished your goal.

Systems Thinking

7. Knowledge of the complexities of VA health care and how it's delivered.

Describe a strategic change that you developed and implemented that impacted multiple organizational elements. How did you coordinate across functional areas to achieve the goal?

Organizational Stewardship

8. Ability to provide leadership, support and resources to staff to enable them to carry out the organizational mission.

Describe specific examples that demonstrate your ability to manage organizational outcomes with limited budget and staff while maintaining quality and access.

Give an example of how you have created an environment to ensure compliance with ethical

standards and resolve ethical dilemmas.

YOU MAY BE RATED INELIGIBLE IF YOU DO NOT PROVIDE RESPONSES TO THE EIGHT FACTORS LISTED ABOVE.

All males born after 12/31/59 must be registered with the Selective Service

HOW YOU WILL BE EVALUATED:

You will be evaluated to determine if you meet the minimum qualifications required; and on the extent to which your application shows that you possess the knowledge, skills, and abilities associated with this position as defined below. When describing your knowledge, skills, and abilities, please be sure to give examples and explain how often you used these skills, the complexity of the knowledge you possess, the level of the people you interacted with, the sensitivity of the issues you handled, etc.

AND

Ratings will be based on responses to the occupational questions in this document. Please follow all instructions carefully. Errors or omissions may affect your score.

Please note: If a determination is made that you have rated yourself higher than is supported by your description of experience and/or education OR that your application is incomplete, you may not receive consideration for the position.

See "How To Apply."

How You Will Be Evaluated:

Once the application process is complete, a review of your application will be made to ensure you meet the job requirements. To determine if you are qualified for this job, a review of your resume and supporting documentation will be made and compared against your responses to the occupational questionnaire. The numeric rating you receive is based on your responses to the questionnaire. The score is a measure of the degree to which your background matches the knowledge, skills and abilities required of this position. If, after reviewing your resume and or supporting documentation, a determination is made that you have inflated your qualifications and or experience your score can and will be adjusted to more accurately reflect your abilities. Please follow all instructions carefully. Errors or omissions may affect your rating.

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.

Relocation expenses (moving expenses).

A Guaranteed Home Buyout Option may be authorized.

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 - 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

Long Term Care - 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>

Other Information:

1. If you are an eligible Interagency Career Transition Assistance Program (ICTAP) applicant you may apply for special selection over other candidates for this position. To be well-qualified and exercise selection priority for this vacancy, displaced Federal employees must be **rated at 85** or above on the rating criteria for this position. ICTAP eligibles must submit one of the following as proof of eligibility for the special selection priority: a separation notice; a "Notice of Personnel Action" (SF-50) documenting separation; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; OR a Military Department or National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.

How To Apply:

For this job announcement the following materials are required:

You must complete the on line questionnaire.

You must submit copies of the following: resume, OF-612, or SF-171 and your narrative response to the rating factors.

Please submit a narrative response to each knowledge, skill or ability listed. Your response should describe what you did, how often you performed this activity, the complexity of the assignment and for whom you performed the activity for or which, the results and outcomes. **Responses to the rating factors must be in 12 pitch and limited to 2 pages for each rating factor.**

FAILURE TO PROVIDE SUPPORTING DOCUMENTATION MAY RESULT IN YOUR NOT BEING

CONSIDERED FOR THIS POSITION.

YOU MUST ALWAYS RE-SUBMIT YOUR INFORMATION EVERYTIME YOU APPLY FOR A DIFFERENT VACANCY.

Your resume should include the following information:

Job Information:

Vacancy Identification Number, title and grade for which you are applying.

Personal Information:

Full name, mailing address (with zip code) and day/evening telephone numbers (with area code).

The last four numbers of your Social Security Number.

Country of Citizenship.

The highest Federal civilian grade held, job series, and dates of employment.

Education:

High school name, city, state and zip code, date of diploma or GED.

Colleges and/or universities attended, city, state and zip code.

Major field(s) of study.

Type and year of degree(s) received. If no degree received, show total credit hours received in semester or quarter hours.

Work experience for each paid or non-paid position held related to the job for which you are applying (do not provide copies of job descriptions):

Job title

Duties and accomplishments

Number of work hours per week

Employer's name and address

Supervisor's name and phone number

Starting and ending dates of employment (month and year)

Salary

Indicate if your current supervisor may be contacted.

Other Qualifications:

Job-related training courses (title and year). (Do not include copies of training certificates.)

You may include in the application but do not submit copies: job related certificates, licenses, honors, awards and special accomplishments (e.g., publications, memberships in professional or honor societies, leadership activities, public speaking, performance awards, etc.)

You **MUST** submit your responses to the Assessment! Questionnaire, resume and Supervisory Assessment (and any supporting documentation) via Application Manager process. The Application Manager process is the only way to receive and process your application materials.

Appication Manager Process: This process allows you to respond to the Assessment Questionnaire online. After the responses, you will have the opportunity to upload your documents. When using this process to upload your documents, you need to make sure your documents are in JPG, PDF, TXT, RTF, DOC, WPD, XFD, FDF, XFDF, or HTMM/HTML file format and not exceed 1 megabyte. These files must

not include macros or script of any kind.

Use *Application Manager* for convenience and quickest processing. Track your progress to a *Complete Application Package* using the *My Application Packages* checklist and status displays in Application Manager. Your Application Package status must be *Complete* by **Monday, November 16, 2009**.

Option A: Application Manager

To begin, choose one of these options:

- If your résumé is going to come **from** the *USAJOBS Resume Builder*, you begin the process by clicking the **Apply Online** button near the bottom of the page. Your résumé will be attached only to the Application Package you complete and Submit immediately *after* you click the Apply Online button for this job announcement, not to any Application Packages you may already have created.
- If your résumé is going to be one you prepared **outside** of *USAJOBS Résumé Builder*, click this link to begin the process: [Online Questionnaire](#)

Application Manager is a separate system from USAJOBS. You will be required to login into Application Manager. If you do not have an account for Application Manager, you will need to click on "Create an Account" button on the Application Manager Login page. You will need to enter a User Name that is unique from 6-20 characters including A-Z, a-z, and/or 0-9. You will enter a Password. Your password must be 8-20 characters in length which must include at least one upper case letter, at least one lower case letter, a number and/or at least one special character (e.g., !, @, #, \$, %, &, etc.), e.g., Example5 or Example%. You will be asked to provide a valid email address. You will also be asked to an answer to a Secret Question, which will be used incase you forget your password. We recommend you write down the User Name, Password, and Secret Question/Answer for future use. You will click on "Go."

You are now on the Application Manager-Application Package(s) page. To apply for this position enter PN296796 or the USAJOBS Control Number (can be found at the bottom of the Overview Tab page of the Vacancy Announcement). Click the "GO" button to start applying for the position.

To return to Application Manager at any time, use whichever one of the links you used to begin as described above, or simply go to <https://ApplicationManager.gov>.

Option B: Paper Qualifications Questionnaire

If it is not possible for you to use *Application Manager*, you can write your answers on paper. Follow these steps:

1. You can print a copy of this job announcement so that you can read the questions offline.
2. Obtain and print a copy of the OPM Form 1203-FX, which you will use to provide your answers. You can obtain the form at this URL http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf or by calling USAJOBS by Phone at (703) 724-1850; after the introduction, press 1, and listen for instructions.
3. 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/usascover.pdf> -- and be sure to fill it out completely and clearly. 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.

NOTE: YOU MUST PROVIDE A COMPLETE APPLICATION PACKAGE. FAILURE TO PROVIDE COMPLETE INFORMATION MAY RESULT IN YOU NOT RECEIVING CONSIDERATION FOR THE POSITION. Please follow the directions very carefully.

All application material must be submitted online by midnight, eastern time Monday, November 16, 2009.

Instructions for answering the questions in the Assessment Questionnaire:

If you are applying to this announcement by completing the OPM 1203-FX form instead of using the Application Manager method, please use the following step-by-step instructions as a guide to filling out the

required questionnaire. You will need to print the vacancy announcement and refer to it as you answer the questions. You may omit any optional information; however, you must provide responses to all required questions. Be sure to double check your application before submission.

Social Security Number

Enter your Social Security Number. Providing your Social Security Number is voluntary, however we can not process your application without it.

Vacancy Identification Number

The Vacancy Identification Number is: PN296796

1. Title of Job

Health System Administrator (Assistant Director)

2. Biographic Data

3. E-Mail Address

4. Work Information

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

5. Employment Availability

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

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

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

9. Languages

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

10. Lowest Grade

Enter the lowest grade level (14-14) you will accept.

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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

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

15. Dates of Active Duty - Military Service

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

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 occupational specialty will be selected for you if there is only one, otherwise, select/enter at least one occupational specialty code for this position. The specialty code for this position is:

001 Associate Director

21. Geographic Availability

The geographic location code will be selected for you if there is only one, otherwise, select/enter at least one geographic location in which you are interested and will accept employment. The location code for this position is:

1371 Portland, OR

22. Transition Assistance Plan

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 experience which qualifies you for the Associate Director position at the GS-14 level?
 - A. I have one full year (12 months), or more, of specialized experience equivalent to the GS-13 as described in the vacancy announcement.
 - B. I do not have the specialized experience as outlined in the vacancy announcement. However, my educational background and/or business acumen has equipped me with the necessary skills in order to accomplish the duties of this position.

C. None of the above.

2. Select ONE response that BEST describes your specific technical experience in leading and managing in a healthcare organization. Please keep in mind not only your experiences but also the outcomes of these experiences as well. Make absolutely sure you demonstrate these outcomes when responding to the written rating factors listed in the vacancy announcement and should highlight how you involved staff, fostered and rewarded high standards, safety and continuous improvement in your written documents.

A. I have direct work experience in a complex health care environment, where I have demonstrated the ability to manage the full range of administrative services (Finance, Human Resource management, Acquisition, Contracting, Facility Management, Environment of Care, Health Administration, etc..) in an acute care environment with full range clinical services (ICU, Behavioral Health, Dementia, Hospice, Surgery, etc..) that has affiliations and Research components as well.. This experience must demonstrate the ability to affectively integrate these services in support of meeting the goals of the organization.

B. I have direct work experience in a complex health care environment, where I have demonstrated the ability to manage the full range of administrative services (Finance, Human Resource management, Acquisition, Contracting, Facility Management, Environment of Care, Health Administration, etc..) in an environment with a variety of clinical services This experience must demonstrate the ability to affectively integrate the these services in support of meeting the goals of the organization.

C. I have direct work experience in a health care environment, where I have demonstrated the ability to manage a range of administrative services (Finance, Human Resource management, Acquisition, Contracting, Facility Management, Environment of Care, Health Administration, etc..) in support of meeting the goals of the organization.

D. None of the Above.

3. Select ONE response below that BEST describes your ability to take initiative for your own self-development and continuous learning as well as your initiatives in developing others. Make absolutely sure you highlight this experience in your written responses to the factors listed in the vacancy announcement.

A. I am actively involved in one or more professional organizations (ACHE, HFMA, etc.) and I have advanced certification or is involved in an official capacity on a national and regional level AND I have demonstrated participation in personal developmental activities AND I have served as a mentor, preceptor or coach in a staff development programs (HCLI, LEAD etc.)

B. I am a member in one or more professional organizations (ACHE, HFMA, etc.) AND I have demonstrated participation in personal developmental activities (HCLI, LEAD, 360) AND I have served as a mentor, preceptor or coach in a staff development programs (HCLI, LEAD etc.)

C. I participated in a professional or community organization (attended meetings) and I participated in a self-development activity.

D. None of the Above.

4. Select ONE response below that BEST describes your ability to establish and maintain effective relationships with internal and external groups and individuals; how you have had to negotiate to achieve cooperation among people with varying opinions and views. Make absolutely sure you highlight this experience in your written responses to the factors listed in the vacancy announcement.

A. I have demonstrated a high level of ability to negotiate complex issues (e.g. multi-party negotiations with concerns that affect a broad scope and range of interests) with individuals/groups with diverse backgrounds and various levels of education and competence both internal and external to the organization (e.g.; employees, labor organizations, VSO, Community groups, congressional offices, VISN/VACO staff, etc.). AND

I have demonstrated high level of ability to effectively communicate (e.g., forums, briefings to VISN/VACO officials, town hall meetings, open discussions, letters, memos, issue briefs, etc.) with individuals/groups of various levels of education and competence both internal and external to the organization.

B. I have demonstrated the ability to negotiate with individuals/groups of diverse backgrounds and various levels of education and competence both internal and external to the organization. AND

I have demonstrated the ability to effectively communicate with individuals/groups of various levels of education and competence both internal and external to the organization.

C. I have demonstrated basic communication and negotiation skills necessary to function effectively in a work environment.

D. None of the above.

5. Select ONE response below that BEST describes your ability to design work processes and systems that are responsive to customers and your use of customer feedback to improve service to either an internal or external customer. Make absolutely sure you highlight this experience in your written responses to the factors listed in the vacancy announcement.

A. I have demonstrated ability to use data and/or customer feedback to change or implement new processes that significantly improve services to internal or external customers.(e.g. improvement in national pt satisfaction scores or changes on employee satisfaction scores.)

B. I have demonstrated ability to develop a successful customer service improvement based on customer feedback and or local needs.

C. I have demonstrated an understanding of improving customer service.

D. None of the above.

6. Select ONE response below that BEST describes your ability to respond appropriately to new and or changing situations and demonstrates your resilience. Make absolutely sure you highlight this experience in your written responses to the factors listed in the vacancy announcement.

A. I have successfully demonstrated agility in responding to changing priorities in a complex multi-faceted health care organization by reallocating resources and/or modifying policies and procedures that have demonstrated results (e.g., staffing changes, budget modifications, implementation of new polices and/or mandates, increased workload.)

B. I have successfully demonstrated the ability to respond to multiple changing priorities in a single organization by reallocating resources or modifying policies and procedures successfully.

C. I have successfully demonstrates the ability to adapt to shifting priorities.

D. None of the above.

7. Select ONE response below that BEST describes your ability to generate new and innovative solutions to problems by challenging assumptions and looking beyond the status quo and where you championed new ideas, identified actions and engaged staff to accomplish the desired results. Make absolutely sure you highlight this experience in your written responses to the factors listed in the vacancy announcement.

A. I have demonstrated ability to champion innovative ideas and develop creative solutions, obtaining buy in and achieving successful results in a complex multi-faceted heath care organization. The idea(s) and/or solution(s) have been recognized as a best practice (i.e. recognized by a special contribution award, adopted by other organizations.)

B. I have demonstrated ability to champion new ideas and develop creative solutions, obtaining buy in and achieving successful results in a single organization.

C. I have demonstrated ability to champion new ideas and develop creative solutions.

D. None of the above.

8. Select ONE response below that BEST describes your knowledge of the complexities of VA healthcare and how it's delivered and how you were instrumental in coordinating a strategic change across multiple organizational functions. Make absolutely sure you highlight this experience in your written responses to the factors listed in the vacancy announcement.

A. I have demonstrated ability in the organization and planning of a strategic initiative for a complex multi-functional health care delivery system. Your experience(s) are demonstrated by your ability to breaks down barriers and silos in the workplace in favor of high performance work systems. Your understanding of the needs and complexities of a healthcare delivery system, your sharing of the "big picture" with staff, including the consequences of not thinking holistically and recognizing .and accepting of the consequences of your every decision. (i.e.; developing a new initiatives, implementing and overseeing a major construction project, developing and carrying out a facility strategic plan, initiating a new CBOC, leadership role in the CARES process, developed and implemented a sharing agreement, etc.)

B. I have demonstrated ability in the organization and planning of a strategic initiative that involved more than one functional area in a health care system. Your success is demonstrated by your interaction with others on how planned changes affect their work, as well as your involvement in helping staff understand how their function or department relates in the initiative (i.e. re-design of training program that affects two or more departments, implementation of a new policy that affects several departments, etc.)

C. I have successfully demonstrates knowledge of strategic planning and its impact on the organization (i.e.; participated in facility or VISN strategic planning process.)

D. None of the above.

9. Select ONE response below that BEST describes your ability to provide leadership, support and resources to staff to enable them to carry out the organizational mission; your ability to manage organizational outcomes with limited budget and staff while maintaining quality and access; and your ability to create an environment to ensure compliance with ethical standards and resolve ethical dilemmas. Make absolutely sure you highlight this experience in your written responses to the factors listed in the vacancy announcement.

A. I have successfully demonstrated a commitment to VHA's strategic goals and objectives by modeling, the behaviors, attitudes and actions expected; setting the vision and making resources available to accomplish the mission. AND

I have successfully demonstrated an understanding of resolving complex ethical dilemmas as demonstrated by successfully resolving major issues in a complex health care organization (i.e. resolving budgetary constraints that affect the delivery of health care services to a veteran population, major decisions that affect medical center staff, decisions that affect facility utilization, etc.)

B. I have demonstrated ability to establish and/or shift priorities within available resources and to resolve conflicts within a single organizational component. AND

I have demonstrated the ability to create processes that ensure ethical behavior.

C. I have successfully demonstrated knowledge and skills in organization and planning in a work environment. AND

I have demonstrated knowledge of ethical standards and dilemmas in the healthcare environment.

D. None of above.

For each task in the following group, choose the statement from the list below that best describes your experience and/or training. 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.

10. Manages Projects from beginning to end.

11. Develops and implements policies.

12. Review final work products to assure completeness.

13. Understands and applies VA budget, capital asset management, business processes.

14. Understanding of VA and DoD policies/cultures and players.

15. Understands the operations , issues and perspectives of all VHA clinical programs.

16. Ensures appropriate medical record documentation monitoring mechanisms are maintained for record review and problem

identification and resolution.

17. Understands Performance Improvement and Quality Management principles.

18. Understands the rules of eligibility and enrollment.

19. Understands role of measurement in improvement efforts.

20. Understands human behavior in organizations and team functioning.

21. Understands data management and use in performance improvement.

22. Understanding/interpretation/application of regulations and monitoring compliance of same.

23. Understands the latest developments of technology and their impact on patient care.

24. Understands federal regulations pertaining to contracting for clinical services.

25. Understands fee basis care.

26. Understands the impact of existing facility construction projects on interruption of patient services, utility shutdowns, impact on employee working conditions, etc.

27. Appropriate plans measures to take during construction to mitigating any adverse impacts.

28. Understands contracting goals for small business (8a), minority and women contractors.

29. Achieves department goals for purchases from small, minority, women and veteran owned business.

30. Understands federal rules and regulations as they pertain to federal personnel management, (performance management, labor relations, position management, recruitment and retention, workforce and succession planning, OWCP, rewards and recognition, disciplinary procedures, pay and leave administration.

31. Understands the provisions of Title 38.

32. Ensures the elements of the High Performance Development Model are implemented.

33. Has a working knowledge of VERA.

34. Has a working knowledge of CARES.

35. Has a basic understanding of the federal budget and accounting process.

36. Understand the healthcare industry from a financial perspective.

37. Understand resource allocation.

38. Utilizes a range of approaches including contracts, sharing agreements, etc.

Required Documents:

For this job announcement the following documents are required:

Resume - submit under Resume

Responses to Rating Factors - submit under Qualifications

2-Level Supervisory Assessment - VA employees only. You are required to have both your first and second level supervisor fill out the AD Supervisory Assessment <http://vhaachpdm2.vha.med.va.gov/Perseus/se.ashx?s=631982325ADBE07B>. Notify your first and second level supervisors to assess your skills and experiences by clicking on the following e-mail hyperlink [E-Mail Supervisor](#). Please ensure that both your first and second level supervisor complete the assessment by the closing date of the announcement #: VHA20-09-296796-JMT.

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>

Contact Information:

Joanne M. Topp
Phone: (202)461-7258
Email: joanne.topp@va.gov

Or write:

VHA Workforce Management and Consulting Office
Do Not Mail Application
Thanks, DC 20420

What To Expect Next:

Once the online questionnaire is received you will receive an acknowledgement email that your submission was successful. After a review of your complete application is made you will be notified of your rating and or referral to the hiring official. If further evaluation or interviews are required you will be contacted.

EEO Policy Statement: <http://www.usajobs.gov/eo>

Reasonable Accommodation Policy Statement: <http://www.usajobs.gov/raps>

Veterans Information: <http://www.usajobs.gov/vi>

Legal and Regulatory Guidance: <http://www.usajobs.gov/lrg>



USAJOBS Control Number: 1720226