



Veterans Health Administration

Department: Department Of Veterans Affairs

Agency: Veterans Health Administration

Job Announcement Number:
MP-08-593-SJ2

Overview

Supervisory Program Specialist

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

Series & Grade: GS-0301-09

Promotion Potential: 09

Who May Be Considered:

VA Employees Nationwide Only

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.

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

—Abraham Lincoln

JOB SUMMARY:

Applicants who previously applied for MP-08-593-SJ need not reapply. However, applicants may submit additional information under the new announcement to receive reconsideration.

ANNOUNCEMENT NUMBER: MP-08-593-SJ2

VACANCY ID: VS208991

POSITION TITLE: Supervisory Program Specialist

WORK SCHEDULE: Full Time

Key Requirements:

- Relocation Incentive may be authorized.
- Announcement open to VA employees nationwide only

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 indentify 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:**

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).

OR

C. 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 total months of qualifying experience by 12. Then divide semester hours of graduate education beyond two years by 18. Add the two percentages. The total percentage must equal at least 100% to qualify.

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 . 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.

Important Notes:

1. Application procedures are specific to this vacancy announcement. Please read all the instructions carefully. Failure to follow the instructions may result in your not being considered for this position.
2. Supplementary vacancies may be filled in addition to the number stated in this announcement.
3. Moving expenses are not authorized.

Information for Surplus or Displaced Federal Employees:

If you are an eligible Career Transition Assistance Program (CTAP) or 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. CTAP and 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) noting current or last position, grade level, duty location and 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. All applicants must also submit their current, or last, performance appraisal.

How You Will Be Evaluated:

Once the application process is complete, a review of your application will be made to determine if you are qualified for this job. The numeric score that you receive is a measure of the degree to which your background matches the knowledge, skills and abilities required of this position and is based on your responses to the assessment

questionnaire.

CAUTION: Do not overstate or understate your level of experience and demonstrated capability. Your ratings are subject to evaluation and verification based on the resumé, narratives and other relevant documents you submit, as well as through verification of references as appropriate. Later steps in the selection process are specifically designed to verify your stated level of experience and demonstrated capability. Deliberate attempts to falsify information may be grounds for not selecting you or for dismissing you from the position following acceptance.

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:

Please submit the following items:

1. Resumé
2. Most Recent SF-50
3. Assessment Questionnaire
4. Transcripts if using education to qualify

All materials must be received by 11:59 p.m. Eastern Time on Friday, November 14, 2008 to be considered. Please click on the "Apply Online" button at the bottom of this announcement to submit your online application using Application Manager. (You may also fax your application if you cannot apply online. Mailed or emailed documents are not accepted.) Please use the Applicant Checklist in the "Required Documents" section (near the end of this announcement) to make sure your application is complete.

Please read all instructions before you begin. You are solely responsible for the submission of your materials. We cannot be responsible for incompatible software, illegible fax transmissions, etc.

Option A: Online (Preferred Method)

1. Click on "How To Apply" at the end of the job announcement to go to Application Manager.
2. Complete the questionnaire for the vacancy.
3. Select or upload the resumé and other documents that you want to submit.
4. Click on the "Submit My Answers" button.

After applying, select this vacancy in Application Manager's "My Application Package" window to see the status of your application, including any messages that may have been sent to you.

Option B: Fax

If you cannot apply online, you may fax the information to the OPM Processing Center in Macon, GA at 1-478-757-3144. Follow these steps to fax your responses to the questionnaire (including any supporting documentation):

1. Print a copy of this job announcement so that you can read and respond to the questions offline.
2. Obtain and print a copy of the OPM Form 1203-FX, which you will use to provide your answers. You may print a copy of the form at this web address: http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf. You may also call USAJOBS by Phone at (703) 724-1850 to have the OPM Form 1203-FX mailed to you, but this is not practical if the announcement is nearing its closing date. If you call to

request the form, press 1 after the introduction on the recording, then listen for instructions to request the form.

3. If you are faxing your responses to the questionnaire using the OPM Form 1203-FX along with your supporting documentation, use the OPM Form 1203-FX as your cover sheet. Do not use a separate cover sheet. Simply make sure the Form 1203-FX is on top of any other documents you are faxing.
4. Submit your materials to fax number 1-478-757-3144.

Follow these steps if you faxing only supporting documents:

1. If you are faxing supporting documents and you are not using the Form 1203-FX, you must use the cover sheet at the following URL:
<http://staffing.opm.gov/pdf/usascover.pdf> Be sure to fill out all blocks on the form completely and clearly. If you do not use this form or the OPM Form 1203-FX as your cover sheet, the documents will not be matched up with your application and you may be found ineligible for the position.
2. Submit your materials to fax number 1-478-757-3144.

Please be sure to feed all documents into your fax machine top first so that the processing center receives them right-side up. Make sure each page contains your name and the VIN for this vacancy (VS208991).

Instructions for completing the OPM Form 1203-FX / online questions:

Social Security Number

Vacancy Identification Number

VS208991

1. Title of Job

Supervisory Program Specialist

2. Biographic Data

3. E-Mail Address

4. Work Information

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

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

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****17. Service Computation Date****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

Please select/enter at least one occupational specialty code (three-digit code such as 001) that applies to you and what you are applying for (promotion, VRA appointment, etc.):

001 Compensation & Pension

21. Geographic Availability

1487 Vancouver, WA

22. Transition Assistance Plan

23. Job Related Experience

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 (Vhapor Suspenses).
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.

Required Documents:

APPLICANT CHECKLIST: Please use this checklist to ensure compliance with all application requirements. We recommend that you print a copy of this checklist for

reference while completing your application package. Be sure to read and follow the instructions carefully.

_____ Responses to the Assessment Questionnaire. You are encouraged to apply online.

_____ Resumé. You are encouraged to submit this online.

_____ Most recent SF-50. You are encouraged to submit this online.

_____ If you are faxing your application, use the OPM Form 1203-FX as your cover sheet. Do not use a separate cover sheet. Make sure that the Form 1203-FX is on top of any other documents you are faxing. Remember to place your name, Social Security Number, and the Vacancy ID Number on EACH page submitted. (The Vacancy ID Number for this vacancy is .)

_____ If you are faxing supporting documents and you are not using the Form 1203-FX, you must use the United States Application Cover Page. Failure to provide this cover page - or the use of a different cover page – means your documentation will not be processed.

_____ If a particular level of education/certification is required OR if you are asking us to qualify you based upon your education, you must submit a copy of your college transcript or an appropriate course listing. This can be submitted online. 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 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.

_____ All current Federal employees should provide a copy of their current Performance Appraisal (must be within 15 months from the closing date of the announcement).

_____ If you are a federal employee seeking CTAP/ICTAP eligibility, you must submit proof you meet the requirements of 5 CFR 330.605(a) for CTAP and 5 CFR 330-704 for ICTAP. In addition to your application/resumé, this includes a copy of the agency notice, a copy of your most recent performance rating and a copy of your most recent SF-50 noting current position, grade level, and duty location. You must clearly annotate your application package to reflect that you are applying as a CTAP or ICTAP eligible.

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:

Please visit "My Application Package" in your account at Application Manager to monitor the status of your application. Messages here will acknowledge when your application is received, when the review is complete, and the result of that review. You will be contacted about any interviews or further evaluations that are required.

Other Information:

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.

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.

For more specifics on all veterans employment issues such as Veterans preference or special appointing authorities see the [VetGuide](#).

Privacy Act Notice (PL 93-579): The information requested here is used to determine qualifications for employment and is authorized under Title 5 U.S.C. 3302 and 3361.

Before you are hired, you will be required to sign and certify the accuracy of the information in your application.

If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or you may be subject to fine, imprisonment, or other disciplinary action.

If you are a male applicant born after December 31, 1959, you must certify that you have registered with the Selective Service System, or are exempt from having to do so under the Selective Service Law.

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.

[DETAILED VERSION](#)

[CLOSE](#)

[PRINT](#)



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

USAJOBS Control Number: 1388103



PRINT