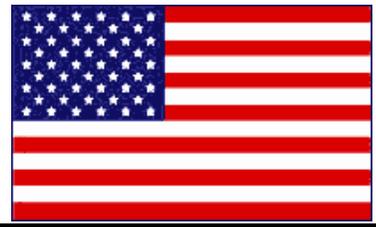




# PORTLAND VA MEDICAL CENTER

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>  <p style="text-align: center;"><b>MP-09-0027-DG</b></p>	<b>2. <u>Title, Series, Grade, Salary</u></b>  <p style="text-align: center;"><b>Patient Services Assistant</b>  <small>(31890A/016120)</small>  <b>GS-303-5/6</b>  <b>\$31,181 to \$45,185 per annum</b>  <small>(Based on full-time employment)</small></p>	<b>3. <u>Tour of Duty</u></b>  <p style="text-align: center;"><b>8am – 4:30pm</b>  <b>M-F</b></p>	<b>4. <u>Duty Station</u></b>  <p style="text-align: center;"><b>Hospital &amp; Specialty        Care Division,        Portland Division</b></p>
<b>5. <u>Type &amp; Number of Vacancies</u></b>  <p style="text-align: center;"><b>Permanent</b>  <b>10 Full-time positions</b></p>	<b>6. <u>Contact</u></b>  <p style="text-align: center;"><b>Human Resources Assistant</b>  <b>503-273-5236</b></p>	<b>7. <u>Opening Date</u></b>  <p style="text-align: center;"><b>10/25/08</b></p>	<b>*8. <u>Closing Date</u></b>  <p style="text-align: center;"><b>11/17/08</b></p>

**WHO MAY APPLY TO THIS ANNOUNCEMENT:**

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

**MAJOR DUTIES:**

Receives and processes applicants for admission and outpatient treatment. Makes patient appointments and/or makes or assists in making the determination as to the patient's eligibility for benefits. Conducts quality assurance reviews, summarizes the results, and initiates corrective action to help expedite the processing of examinations. Counsels patients, their families, and agency employees on entitlement to benefits. Interprets admission and outpatient policies to patients, their families, agency employees, and veterans organizations. Coordinates primary care team assignments for eligible veterans, monitoring the patient data base information to determine applicable co-payments for medical care and medications. Provides information and guidance to agency employees as requested.

**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. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.

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

**Substitution of Education for Experience:** **GS-5:** 4 years of successfully completed education above the high school in any field for which high school level in any field for which high school graduation or the equivalent is the normal prerequisite is creditable. This must have been obtained in an accredited business, secretarial, or technical school, junior college, or university. **GS-6:** As a general rule, education is not creditable above GS-5 for most positions covered by this standard; however, graduate education may be credited in those few instances where the graduate education is directly related to the work of the position.

**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. Knowledge of medical terminology.
2. Knowledge of and be proficient in use of computer and software programs relating to patient care.
3. Ability to demonstrate organizational and time management skills.
4. Ability to work independently to accomplish clerical/administrative goals with little day-to-day supervision.
5. Knowledge of scheduling menu for patient appointments in an electronic computer program.

**CONDITIONS OF EMPLOYMENT:**

- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future
- Applicants without prior federal service will be appointed at step one of the grade
- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.
- Under Executive Order 11935, only United States citizens and nationals (residents of American Samoa and

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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.

- If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law (5 USC 3328) requires that you must register with the Selective Service System, unless you meet certain exemptions.
- 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.
- Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.
- It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

#### **HOW TO APPLY:**

##### **Portland VAMC Permanent employees must submit:**

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (11/14/08)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended. (11/24/08)
4. MPQ – Merit Promotion Questionnaire is optional but recommended if you have qualifications pertaining to the position applied for but are not in your OPF

**All application packets must be received in Human Resources by Close of Business (COB) on 11/17/08.** Application 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: MP-09-0027-DG**  
PO Box 1034  
Portland, OR 97207

*Or brought in person to:*  
Portland VA Medical Center  
3710 SW US Veterans Hospital Rd  
Building 16, Room 300  
Portland OR 97239

#### **APPLICANT'S PLEASE NOTE:**

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

#### **IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:**

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