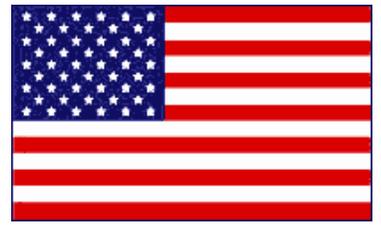




# PORTLAND VA MEDICAL CENTER

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



## **NOTICE OF VACANCY**

<b>1. <u>Announcement Number</u></b>  <b>MP-09-0065-JC</b>	<b>2. <u>Title, Series, Grade, Salary</u></b>  <b>Health Systems Specialist (Quality Management Officer) (083172) GS-671-13/14, Target 14 \$96,274 to \$125,155 per annum (Based on full-time employment)</b>	<b>3. <u>Tour of Duty</u></b>  <b>Dayshift M-F</b>	<b>4. <u>Duty Station</u></b>  <b>Quality &amp; Performance SVC , Portland Division</b>
<b>5. <u>Type &amp; Number of Vacancies</u></b>  <b>Permanent 1 Full-time position(s)</b>	<b>6. <u>Contact</u></b>  <b>Human Resources Assistant 503-273-5236</b>	<b>7. <u>Opening Date</u></b>  <b>11/25/2008</b>	<b>8. <u>Closing Date</u></b>  <b>12/16/2008</b>

**Relocation expenses have been authorized; Guaranteed Home Buyout has been authorized;  
Relocation incentive may be authorized.**

**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.
- Career or career conditional employees and permanent Title 38 employees of other VA facilities.

**MAJOR DUTIES:**

The Quality Assurance Manager provides program oversight, coordination and leadership in quality and performance management processes throughout the facility, to include both hospital divisions, Community Based Outpatient Clinics (CBOC) and outreach clinics, working within the established medical center and network organizational structure, the Quality Assurance Manager is responsible for planning, integrating, implementing, and ensuring compliance and accreditation with Joint Commission, Veterans' Health Administration, and other external review organizations.

The incumbent operates under broad delegated authority, reporting to the Chief of Staff or the Director on administrative matters affecting patient care, education, and/or policy. The Quality Management Officer plays a critical role in the organizational continuous performance improvement services directly impacting programs and care provided for the veteran. The incumbent exercises critical judgment in aspects of program review and improvement and provides consultative and supportive expertise and guidance in the following areas: Clinical Practice Guidelines; credentialing and privileging; Data management and validation; Employee education and training; Environment/Occupational Safety; Patient Health Education; and other unique needs based on the complexity of the Quality and Performance Management goals and the Medical Center.

**THIS POSITION IS EXCLUDED FROM THE BARGAINING UNIT**

**QUALIFICATION REQUIREMENTS:**

**Eligibility:** U.S. Office of Personnel Management Qualification Standards Handbook for GS-671 series apply 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.

**Basic Requirements:** Progressively responsible 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:

- Missions, organizations, programs, and requirements of health care delivery systems;
- Regulations and standards of various regulatory and credentialing groups; and
- Government-wide, agency, and facility systems and requirements in various administrative areas such as

(Continued on next page)

budget, personnel, and procurement.

**Specialized Experience:** Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization. Progressively responsible analytical and/or administrative, and/or clinical management or supervisory experience in the health care field is applicable.

#### **BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))**

***On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to rating factors will result in applicant not being referred for the position:***

1. Expert knowledge and understanding of a wide range of principles, concepts, and methodology related to healthcare delivery systems and quality and performance improvement;
2. Thorough knowledge of the VA, VHA and the Joint Commission standards, operations, objectives, and policies along with comprehensive knowledge of management and organizational techniques, systems and procedures
3. Ability to evaluate and assess problems and provide consultation and assistance with key personnel to enhance effectiveness, promotes innovation, and resolves deficiencies;
4. Knowledge of statistics, databases, spreadsheets, data and trend analysis, continuous improvement processes, systems development, and change theory;
5. Extensive knowledge and experience necessary to meet requirements of strategic planning, advising senior staff, coaching teams, and developing performance improvement plans to improve the delivery of patient care.
6. Expert skills in written and oral communication, public speaking, and interpersonal relationships.
7. Ability to motivate staff and direct complex studies requiring application of analytical and statistical methods and techniques.

#### **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 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 U.S.C. 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.
- Employee selected must serve a one (1) year probationary period for managers/supervisors as contained in 5 USC 315, unless she/he has already served the required supervisory period.
- 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](#) (due (7 days after close of announcement))
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended. (due (7 days after close of announcement))
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

**Other VA Permanent Employees must submit:**

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended.
4. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
5. Latest SF-50, Notification of Personnel Action
6. Latest performance appraisal

**Non VA Applicants must submit:**

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

*Applications may be mailed to:*  
Portland VA Medical Center, P4HRMS  
**Attn: MP-09-0065-JC**  
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:**

- . 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.**