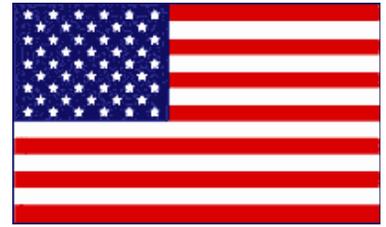




PORTLAND VA MEDICAL CENTER

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



NOTICE OF VACANCY

1. <u>Announcement Number</u> MP-09-0119-SJ	2. <u>Title, Series, Grade, Salary</u> Patient Services Assistant (1648A) GS-0303-5 \$32,353 to \$42,060 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> 8:00am to 4:30pm M-F	4. <u>Duty Station</u> Occupational Health, Primary Care Division, Portland Division
5. <u>Type & Number of Vacancies</u> Permanent, 1 Full-time position	6. <u>Contact</u> Mark Northway 503-273-5236	7. <u>Opening Date</u> 2/5/09	8. <u>Closing Date</u> 2/26/09

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:

Performs clerical work in support of the care and treatment given to patients such as receiving patients or maintaining patient files; work administering or advising on medical record systems; or work maintaining medical records in a ward, clinic, or other such unit of a medical facility. Responds to technical questions regarding patient rights, responsibilities, and medical eligibility for care. Receives and Processes Applicants for Admission and Outpatient Treatment. 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. Receives, schedules, and routes patients applying for care. Receives new and recurring applications for care. Interviews and completes applications for medical/dental benefits. Procures data from official records, verifies information contained in the application. Enters no-show information for patients who fail to report for scheduled appointments, rescheduling patients as directed by the physician. Assembles and sets up medical records. Assures all appropriate lab/x-ray results are available prior to scheduled appointment. Determines the nature of the patient's medical care needs, questions, or complaints and answers questions, provides information, gives guidance, and initiates action as appropriate. Independently makes benefit eligibility determinations. Obtains all key information needed and initiates medical administrative processing of basic requests and forms. Maintains contact with medical and clerical staff in various clinics and wards to resolve delays and misunderstandings in the medical administrative aspect of providing medical care. Responds to technical questions regarding patient rights and responsibilities and medical eligibility for care.

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.

Specialized Experience: One (1) year experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) 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 (GS-4). Specialized work experience includes work as a Medical Support Assistant, Medical Assistant, Office Clerk, or similar position in a medical center, hospital or clinic. Duties may have included scheduling patients for initial and follow up exams, checking patient records for required documentation, assembles patient records, answers patient questions and concerns either over the phone or in-person, explains patient rights and responsibilities, and reviews patient records for eligibility of benefits.

Substitution of Education for Experience Requirements: Successful completion of education above the high school level in any field for which high school graduation or the equivalent is the normal prerequisite is creditable at grade GS-5. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. One year of full-time academic study is defined as 30 semester hours, 45 quarter hours, or the equivalent in a college or university, or at least 20 hours of classroom instruction per week for approximately 36 weeks in a business, secretarial, or technical school.

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

(Continued on next page)

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to rating factors may result in a less than desirable rating:

1. Experience providing reception coverage, receiving and processing applicants, and scheduling appointments.
2. Performance of clerical work, including medical record management both paper and electronic, compiling charts, and checking for accuracy.
3. List specific examples of your experience using personal computers and software programs and your knowledge of various Vista software packages.
4. Provide examples of experience interacting with people in a medical center, hospital or clinic setting.
5. Ability to provide program support to include, prioritizing tasks, organizing work, taking minutes, filing reports, and giving presentations.
6. Document recent examples of work experience providing customer service over the phone.
7. Knowledge of occupational health programs, requirements, and processes.

CONDITIONS OF EMPLOYMENT:

- Applicants without prior federal service will be appointed at step one of the grade.
- 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.
- 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.
- 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.
- 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 3/5/09)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional, but recommended. (due 3/5/09)
4. MPQ – Merit Promotion Questionnaire is recommended if you have qualifications pertaining to the position applied for that may or may not be in your OPF.

All application packets must be received in Human Resources by Close of Business (4:30pm) on 2/26/09. 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-09-0111-SJ
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.
- Foreign Education: 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 specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

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.**