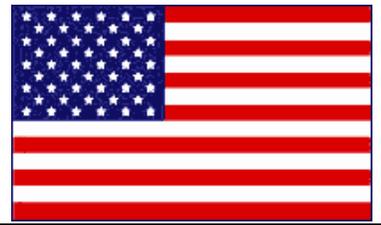




PORTLAND VA MEDICAL CENTER

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-09-0120-JB	2. <u>Title, Series, Grade, Salary</u> Program Support Clerk (090090) GS-303-5 \$32,353 - \$42,060 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> Days M-F	4. <u>Duty Station</u> Rehab & Long Term Care, Vancouver Division
5. <u>Type & Number of Vacancies</u> Permanent 1 Full-time position	6. <u>Contact</u> Human Resources Assistant 503-273-5236	7. <u>Opening Date</u> 1/309	8. <u>Closing Date</u> 2/18/9

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:

Incumbent will work with Education and Voluntary Service on a regular basis to coordinate interviewing and make selection of work study and volunteers for the Escort Program. Incumbent will establish and maintain ongoing relationships with staff; giving ongoing direction, providing guidance to the Volunteers and Work Study volunteers in regard to their interactions with other personnel (nursing, therapy, etc), and reminds volunteer staff of patient privacy and dignity issues. Incumbent will confer with the supervisor regarding questions and concerns about approaches to support the volunteer staff members, or make arrangements for the volunteer/work study to be placed in another area of the medical center. Orients new volunteer/work study staff to: job duties, time and schedule, appropriate conduct and absences. Provides volunteers/work studies with orientation and training on medical center policies, expectations, competencies and required mandatory training. Controls NSCU/CRU stock wheelchairs; works directly with Nursing to issue chairs to specific patients, tracks issued chairs and, conducts weekly inventories. Daily organizes and coordinates run sheets with each ward and various other departments (therapies, dental, lab and X-ray) to accommodate changes in patient schedules and available appointments. On a weekly basis oversees the cleaning of all VA issued and private wheelchairs; insures that chairs are properly cleaned using appropriate authorized methods. Ensures cleaning is completed with the least disruption to patients and properly coded/documented.

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. Specialized experience must be 1 full year that includes working with medical records, file management, data entry, word processing and experience with customer service issues.

Substitution of Education for Experience: Successfully completed education above the high school level in any field for which high school graduation or the equivalent is the normal prerequisite. 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. **If using education as a substitute for experience, please submit a copy of your college transcripts with application packet.**

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:

- Ability to demonstrate good judgment and logic in solving problems and function independently.

(Continued on next page)

2. Ability to plan, organize and adjust to fluctuating assignments and workloads and work with various individuals and offices to track tasks through to completion.
3. Demonstrated skill in interpersonal relationships, telephone etiquette, dealing with the customer constructively and appropriately.
4. Knowledge and experience using personal computers and various software applications, including Microsoft Word, Excel, PowerPoint, etc., to retrieve, manipulate, generate and edit documents.
5. Knowledge of policies, procedures and regulations pertaining to the confidentiality of medical records and the release of information from the medical records.

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.

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 10/14/08 for 1st consideration)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended. (due 10/14/08 for 1st consideration)
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 2/17/09.

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-09-0120-JB

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.**