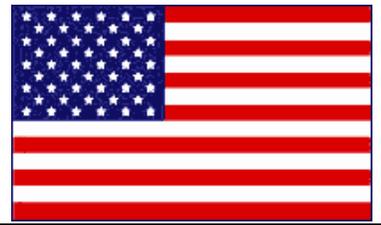




PORTLAND VA MEDICAL CENTER

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



NOTICE OF VACANCY *AMENDED* 3/12/08

1. <u>Announcement Number</u> MP-09-0205-JB	2. <u>Title, Series, Grade, Salary</u> Patient Relations Assistant (31882A) GS-303-7 \$40,075 to \$52,099 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> Days M-F	4. <u>Duty Station</u> Surgical Facilitator, Operative Care Division, Portland Division
5. <u>Type & Number of Vacancies</u> Permanent 2 Full-time positions	6. <u>Contact</u> Human Resources Assistant 503-273-5236	7. <u>Opening Date</u> 4/13/09	*8. <u>Closing Date</u> 5/1/09

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.

Those who previously applied under 3W-08-235-JB need not reapply and will be considered for this new announcement number.

MAJOR DUTIES:

This position is located in the Operative Care Division, Surgical Service. The primary function of this position is to facilitate the administrative needs for patients receiving surgical care and treatment from a centralized office setting. The incumbent is the initial point of contact for the patients requiring surgical care and treatment. Incumbent is the point of contact for clinical resource system coordinators (CRSC) for all surgical specialty administrative issues. Responds to questions from patients concerning services. Provides advisory and technical assistance to patients, administrative staff and professional staff regarding medical care. Receives and handles concerns ensuring that quality service is rendered in a timely, competent, caring manner. Serves as coordinator for questions including interpretation of policy relating to the provision of medical services. Responds to complex questions involving requiring a range of issues. The incumbent provides administrative functions for the facility. Provides administrative functions for the facility compiling ADP security requirements, handling written correspondence and telephone inquiries, training, contacting various ancillary services to ascertain status of interpretation and professional staff for consultation regarding final disposition of patient treatment plans. Conducts investigations to circumstances contributing to patient waiting times and prepares reports.

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 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. Examples include but not limited are: experience with handling patient inquires complaints and resolves medical & administrative issues; indentifying & reviewing patient management processes and program clinic visit through post-op care; scheduling; prioritizing workload, etc.

Substitution of Education for Experience: 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 computer programs including, but not limited to, Vista, CPRS, appointment management, ordering and retrieving tests and consults and other Windows-based programs.
3. Ability to function independently.
4. Ability to work cooperatively within a team framework and to communicate, orally and in writing, with a varied audience including patients, families, clinical and administrative staff.

(Continued on next page)

5. Ability to identify system problems, either inpatient or outpatient, that interfere with delivery of medical care to the veteran population, and recommend solutions.
6. Ability to use sound judgment in assessing patient care needs to determine urgency of request, and then prioritize workload to act on the issue in the timeframe dictated by the situation.

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.
- 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 3/25/08 for 1st consideration)
 3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended. (due 3/25/08 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
- 1.

All application packets must be received in Human Resources by Close of Business (COB) on 5/1/09. 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-09-0205-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/adms/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.**