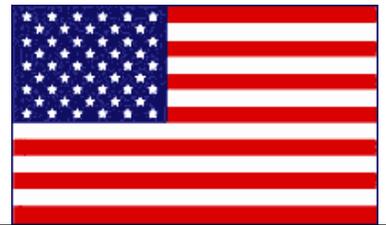




# PORTLAND VA MEDICAL CENTER

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



## NOTICE OF VACANCY

<b>1. Announcement Number</b>  <b>MP-09-0246-RB</b>	<b>2. Title, Series, Grade, Salary</b>  <b>Patient Services Assistant          (1648)          GS-303-5          \$32,353 to \$42,060 per annum          (Based on full-time employment)</b>	<b>3. Tour of Duty</b>  <b>8am – 4:30pm          M-F</b>	<b>4. Duty Station</b>  <b>Primary Care          Division,          Bend, Oregon</b>
<b>5. Type &amp; Number of Vacancies</b>  <b>Permanent          1 Full-time position</b>	<b>6. Contact</b>  <b>Human Resources Assistant          503-273-5236</b>	<b>7. Opening Date</b>  <b>06/11/09</b>	<b>8. Closing Date</b>  <b>07/02/2009</b>

### WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 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 performs clerical work in support of the care and treatment given to patients such as receiving patients or maintaining patient files. Duties include, but are not limited to administering or advising on medical records systems; or work maintaining medical records in a ward, clinic or other such unit of medical facility such as Domiciliary living units. Responds to technical questions regarding patient rights, responsibilities, and medical eligibility. Receives and processes applicants for admission and outpatient treatments. Makes patient appointments and/or assists in making the determination as to the patient's eligibility for benefits. Researches, obtains documents, initiates medical administrative processing of basic requests and forms in a computer system. 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. Operates as the Telephone Liaison Program. The incumbent is responsible for the administrative functioning of the program and identifies problem areas. Develops methods to improve the program. Answers patient questions, provides documentation, and initiates actions as appropriate. Provides patients with medical or health care advice by telephone.

### **THIS POSITION IS IN THE BARGAINING UNIT**

### QUALIFICATION REQUIREMENTS:

**Eligibility:** U.S. Office of Personnel Management Qualification Standards Handbook for GS-303, Clerical and Administrative Support 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.

**Specialized Experience:** At least one (1) year of 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 position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level, GS-4. Specialized experience includes, but is not limited to administrative support and clerical positions which demonstrate the ability to facilitate and coordinate all aspects of managing a business office in a complex and rapidly changing environment, proficiency in office management, professional networking and communications, collection, analysis and reporting of ongoing pertinent program data.

**Substitution of Education for Experience:** Successful completion of four (4) years of post high school education. Post high school education must have been obtained in an accredited business, secretarial, or technical school, junior college, or university. **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:**

1. Ability to collect, coordinate and provide educational information to staff and management personnel within a Primary Care outpatient setting.
2. Effectively coordinates resource optimization and utilization to include medical equipment, supplies, staffing and space.
3. Knowledge in Human Resource regulations, policies and procedures within a hospital environment.
4. Expert in the application of utilizing Microsoft Office Suite software to include Word, Excel, PowerPoint,

(Continued on next page)

- Outlook, Webpage design; creation of spreadsheets, documents, brochures/pamphlets, correspondence.
5. Comprehensive knowledge of healthcare capacity and demand, benchmarking criteria and Joint Commission (JC) standards and regulations.
  6. Excellent customer service skills.

### **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
- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.
- Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.
- 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 03/27/09)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional, but recommended. (due 03/27/09)
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 07/02/2009 (except as noted above).** Application forms may be obtained in Human Resources Office or on our internal website. <http://vaww.portland.med.va.gov/Departments/CFO/HR/>

*Applications may be mailed to:*

Portland VA Medical Center, P4HRMS  
**Attn: MP-09-0246-RB**  
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.**