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. Announcement Number	2. Title, Series, Grade, Salary	3. Tour of Duty	4. Duty Station
MP-09-0278-JB	**Patient Services Assistant** **(20036a/20035a/20034a)** **GS-0303-4/5/6** **$28,917 to $46,880 per annum** **(Based on full-time employment)**	**8a m – 4:30pm M-F**	**Home Based Primary Care, Vancouver Division**
5. Type & Number of Vacancies	**6. Contact**	**7. Opening Date**	**8. Closing Date**
Permanent **3 Full-time positions**	**Human Resources Assistant** **503-273-5236**	**9/2/2009**	**9/23/2009**

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.
- Applicants with competitive status outside the VA i.e., those with transfer or reinstatement eligibility.
- VEOA (Veterans Employment Opportunities Act) Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 or more years of continuous active service.
- Employees covered under the provision of the inter-agency Career Transition Plan (ICTAP) and Career Transition Assistance Plan (CTAP) (displaced VA Employees) eligibles will be given priority consideration for vacancies within the local commuting area for which they are well qualified. Applicants requesting this consideration must attach appropriate proof of the ITCAP eligibility with their application. Well qualified is defined as an applicant, without any further training, can perform the major duties of the position which include coordinating daily activities of the team with regards to patient/caregiver and VA staff issues and concerns, supporting HBPC team clinicians in the day-to-day operations of the team, organizing the flow of administrative/clerical work for the team, ensuring all work is accomplished according to established policies and procedures and determines the most efficient way to meet work requirements, assessing each referral for completeness and accuracy of documentation and initiating/maintaining a tracking system for all patients, initiating, requesting, collecting, and processing extensive amounts of data on patients' characteristics, entering data locally and nationally according to strict guidelines and timeframes, initiating and maintaining a tracking process for HBPC patients, answering and triaging calls from HBPC veterans, family, and medical staff, assisting HBPC team with scheduling HBPC patient visits, being aware of daily staff schedules, and contacting staff as indicated to respond to patient care calls, scheduling appointments and travel for HBPC veterans, transcribing HBPC team clinician chart notes into the VA Electronic Medical Record and saves for clinician signature, participating in HBPC team meetings and staff meetings, assisting in quality improvement activities, typing a wide variety of correspondence as requested by the Supervisory Program Support Assistant or Department Director, and assisting with typing program policies and procedures.

MAJOR DUTIES:

The incumbent of this position performs a wide variety of administrative and/or clerical tasks associated with maintaining and supporting the work performed within the Home & Community Based Primary Services program at the Portland VA Medical Center. The incumbent works closely with the Home Based Primary Care Interdisciplinary Team and provides assistance that facilitates the efficient functioning of the program. As a Patient Services Assistant, the incumbent will serve as the focal point for most communicative interactions between patients and the HBPC team clinicians while they are working in the field. In addition, the incumbent may interact with community agency staff and the general public. The incumbent assesses, routes, and/or handles all telephone inquiries, displaying a positive image of the program in support of program goals.

Specific duties include, but may not be limited to the following:

- Coordinates the daily activities of the team with regards to patient/caregiver and VA staff issues and concerns.
- Supports HBPC team clinicians in the day-to-day operations of the team.
- Organizes the flow of administrative/clerical work for the team, ensuring all work is accomplished according to established policies and procedures and determines the most efficient way to meet work requirements.
- Assesses each referral for completeness and accuracy of documentation and initiates/maintains a tracking system for all patients.

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- Initiates, requests, collects, and processes extensive amounts of data on patients' characteristics. Enters data locally and nationally according to strict guidelines and timeframes.
- Initiates and maintains a tracking process for HBPC patients.
- Answering and triaging calls from HBPC veterans, family, and medical staff.
- Assists HBPC team with scheduling HBPC patient visits, being aware of daily staff schedules, and contacting staff as indicated to respond to patient care calls.
- Schedules appointments and travel for HBPC veterans.
- Transcribes HBPC team clinician chart notes into the VA Electronic Medical Record and saves for clinician signature.
- Participates in HBPC team meetings and staff meetings.
- Assists in quality improvement activities.
- Types a wide variety of correspondence as requested by the Supervisory Program Support Assistant or Department Director, and assist with typing program policies and procedures.
- Performs all other duties as assigned by the Supervisory Program Support Assistant or Director, HCBS.

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 Positions 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.

General Experience: GS-4: One (1) year of progressively responsible clerical, office, or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled. **GS-5/6:** Not applicable

Specialized Experience: GS-4 Level: None required beyond general experience. **GS-5 Level:** One (1) year of specialized experience equal to the GS-4 rate. Specialized experience is defined as experience that equipped you with the particular knowledge, skills, and abilities to perform successfully the duties of the Program Support Assistant. Examples of such experience may include work as a secretary, executive assistant, medical support assistant, program support assistant or similar position in a hospital, medical center or clinic. Duties may have included, but are not limited to, answering phones; scheduling appointments; arranging meetings; performing data entry; performing general office management while functioning independently as a principal support person; typing various legal/medical correspondences; receiving and processing all incoming/outgoing mail; researching and gathering information to assist in response to numerous inquires; responsible for the security and maintenance of all files many of which are confidential and governed by special regulations; compiling statistical data to create various reports; creating and maintaining database and spreadsheets; scheduling appointments; utilizing various reporting software; and prioritizing work to meet deadlines. **GS-6 Level:** One year of specialized experience equal to the GS-5 rate. This specialized experience is similar to the experience listed above, but the level of supervision received in the performance of those tasks would be less and the autonomy of tasks completed and decision making would be greater.

Substitution of Education for Experience: If using education as a substitute for experience, please submit a copy of your college transcripts with application packet. GS-4 Level: Successful completion of at least two years of education above the high school level in any field for which high school graduation or the equivalent is the normal prerequisite. **GS-5 Level**: Possess at least 4 years of undergraduate-level education. This education must have been obtained in an accredited business or technical school, junior college, college or university for which high school graduation or the equivalent is the normal prerequisite. **GS-6 Level:** Not 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 the rating factors may result in your application receiving a less than desirable rating.

1. Knowledge of customer service principles. (Please provide examples of your interactions either by phone or email with co-workers, peers, customers, management and providers, and the purposes of those interactions.)
2. Ability to multi-task and apply time management skills. (Please provide examples of how you ensure daily priorities are established and met, your role in accomplishing patient care, and your experience documenting in hard copy or electronic patient charts.)
3. Experience handling all aspects of team coordination functions for a large home care agency. (Please provide examples of team functions you have coordinated. How did you do it? Why did you do it that way? Would you do it differently if given the opportunity?)
4. Experience in the use of personal computers. (Provide examples of you work with electronic medical records and any software programs you use including Word, Excel, PowerPoint, and Outlook. Please also include the frequency of use for each software program listed.)
5. Knowledge of administrative systems. (Please provide examples of your experience working with central supply ordering and maintenance, conference call meeting systems, note transcription, creation of systems and processes to streamline departmental functions, video conferencing systems, and federal travel ordering and maintenance.)

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 is a developmental position. If selected below the target level, employee may be promoted without further competition upon satisfactory completion of qualification and eligibility requirements.

Applicants appointed to direct patient care positions must be proficient in spoken and written English as required by 38 USC 7402(d) and 7407(d).

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 9/30/2009)
3. VAF 4667b, Supervisory Appraisal of Employee for Promotion is optional but recommended. (due 9/30/2009)
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.

All application packets must be received in Human Resources by Close of Business (COB) on 9/23/2009 (except as noted above). 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-09-0278-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.
- 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.**