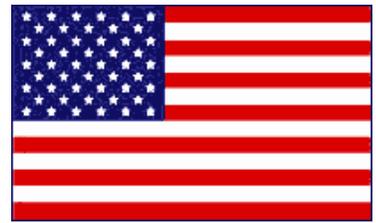




PORTLAND VA MEDICAL CENTER

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



NOTICE OF VACANCY

1. <u>Announcement Number</u> MP-10-0024-PS	2. <u>Title, Series, Grade, Salary</u> Patient Services Assistant (31836A/9846A) GS-303-5/6 \$32,535 to \$46,880 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> 8am – 4:30pm M-F	4. <u>Duty Station</u> Business Office, Portland 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> 11/9/2009	8. <u>Closing Date</u> 12/4/2009

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.
- **Noncompetitive Appointment of Certain Military Spouses**
 - Spouses of armed forces members who are involved in a Permanent Change of Station (PCS): You must include a copy of the service member's PCS Orders authorizing the spouse to accompany the service member and proof of marriage to the service member.
 - Spouses of armed forces members who retired or were released from active duty with a 100% disability: You must include proof that service member was released or discharged from active duty due to a service-connected disability, documentation of 100% disability, and proof of marriage to the service member.
 - Un-remarried widows or widowers of armed forces members killed while on active duty: You must include proof of service member's death while on active duty and proof of marriage to the service member.
- 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 ICTAP eligibility with their application. Well qualified is defined as an applicant, without any further training, can perform the major duties of the position.

MAJOR DUTIES:

Incumbent serves as an Enrollment Specialist of the Business Office Unit at the VA Medical Center, Portland, Oregon. The facility consists of a 442-bed inpatient activity with a 120-bed nursing home care unit and projects approximately 220,000 outpatient visits per year. The incumbent is responsible for a wide range of assignments and provides administrative support to the Unit, and the clinical staff recovery aspects of this position have a direct impact on the reimbursement of the facility. Incumbent may be required to work different and/or rotating shifts at any Division of the VA Medical Center. As an Enrollment Specialist in the Business Office Unit, the incumbent has primary responsibility for interviewing patients applying for medical benefits. Applications may be received in person, by telephone, by mail, or referral from another VA. Incumbent is responsible for entering demographic, insurance, and income information into the Portland VA Decentralized Hospital Computer Program (DHCP). This information serves as a base for determining entitlement to medical care as well as bill preparation and collections on all billable episodes of inpatient and outpatient care. Accurate and complete data collection is essential to proper processing of third party collection requirements as mandated by law. Incumbent verifies eligibility/entitlement for benefits of all applicants using various methods including income assessments, military discharge documents, computer hospital inquiry (HINQ) and other means, such as communications with VA Regional Office or VA Records Processing Centers. The process of verifying eligibility is complicated and criteria differ for each type of benefit applied for. The incumbent advises the veterans of their entitlement to various medical benefits and discusses co-payment requirements of veterans in discretionary categories. Extreme tact and diplomacy is required to explain complicated laws in this area. The incumbent is expected to provide exceptional customer service by exceeding the customer's expectations. The incumbent will

(Continued on next page)

actively listen to customers with respect and concern; the incumbent will pay attention to the details of the customer's needs and help the customer arrive at a satisfactory solution to the problem. The incumbent will be flexible, adaptive and enthusiastic to exceed the customer's needs. Extensive knowledge of the Medical Center and policies is required to respond to inquiries from veterans, Medical Center staff and other agencies regarding applying for care, eligibility, etc. Accurately schedules appointments in the DHCP system in the appropriate physician/specialty clinics on initial referrals. Accurately generates patient data cards for veterans applying for care using DHCP and an embossing machine. Incumbent monitors enrolled patient data base information on a regular basis (at a minimum, annually) to perform updates to health insurance data, income assessments for the Means Test and Pharmacy Co-pay Exemption programs as mandated by law. Failure to perform these audits and to timely update the information may result in inaccurate billing of a patient and result in missed crediting of workload visits for the Medical Center. Impact to the Medical Center and patients are costly and time consuming to correct. Incumbent identifies and collates health insurance information from all applicants for entry to the DHCP, copies insurance company enrollment identification cards, researches employers as needed to obtain complete data when applicants do not have complete information.

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: GS-5 and above: One (1) year of specialized experience equivalent to the next lower grade. Experience must have equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position and that is typically in or related to the work of the position. To be creditable, specialized experience must have been equivalent to at least the next lower grade level.

Substitution of Education for Experience: GS-5: Successful completion of four years of education above the high school level in any field for which high school graduation or the equivalent is a prerequisite may be substituted in full for the specialized experience requirement. **GS-6:** 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. 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 the rating factors may result in your application receiving a less than desirable rating.

1. Knowledge of the laws and regulations pertaining to eligibility and entitlement for benefits.
2. Ability to work under pressure with a wide variety of individuals from varying education and social backgrounds.
3. Demonstrated skill in interpersonal relationships, telephone etiquette, dealing with the public and customer service.
4. Demonstrated skill in flexibility in meeting conflicting demands and working in varied assignments.

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.
- 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 12/11/2009)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended. (due 12/11/09)
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

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 (copy must display the required data which includes awards/medals/badges, dates and character of service) (For 5 Point Veteran's Preference).
 - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later)
 - c. VA letter or DOD documentation 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) 12/4/2009 (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-10-0024-PS

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.**