



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. Announcement Number MP-10-0103-PP	2. Title, Series, Grade, Salary Patient Services Assistant (071170/1612A) GS-303-5/6 \$33,013 to \$47,837 per annum (Based on full-time employment)	3. Tour of Duty 8am-4:30pm M-F	4. Duty Station Hospital & Specialty Care Division, Portland Division
5. Type & Number of Vacancies Permanent 3 Full-time position(s)	6. Contact Human Resources Assistant 503-273-5236	7. Opening Date 03/02/10	8. Closing Date 03/22/10

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:

The incumbent performs clerical work in support of the care and treatment given to patients such as receiving patients or maintaining patient files; work administering or advising on medical record systems; or work maintaining medical records in a ward, clinic, or other such unit of a medical facility. Duties include, but are not limited to performing clerical/assistant work in support of the care and treatment given to patients in a ward, clinic, or other such unit of a medical facility such as receiving patients, maintaining patient files, and operating the Domiciliary living units. Responds to technical questions regarding patient rights, responsibilities, and medical eligibility for care. Receives and Processes Applicants for Admission and Outpatient Treatment 100 percent Receives and processes applicants for admission and outpatient treatment. Makes patient appointments and/or makes or assists in making the determination as to the patient's eligibility for benefits. Conducts quality assurance reviews, summarizes the results, and initiates corrective action to help expedite the processing of examinations. Counsels patients, their families, and agency employees on entitlement to benefits. Interprets admission and outpatient policies to patients, their families, agency employees, and veterans organizations. Coordinates primary care team assignments for eligible veterans, monitoring the patient data base information to determine applicable co-payments for medical care and medications. Provides information and guidance to agency employees as requested.

THIS POSITION IS IN THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-0303 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: 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. Specialized experience includes, but is not limited to performing clerical/assistant work in support of the care and treatment given to patients in a ward, clinic, or other such unit of a medical facility such as receiving patients, maintaining patient files.

Substitution of Education for Experience: **GS-5:** Four (4) years of successfully completed education above the high school in any field for which high school level in any field for which high school graduation or the equivalent is the normal prerequisite is creditable. This must have been obtained in an accredited business, secretarial, or technical school, junior college, or university. **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.

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 and proficient use of computer and software programs relating to patient care.
3. Ability to demonstrate organizational and time management skills.
4. Ability to work independently to accomplish clerical/administrative goals with little day to day supervision.

(Continued on next page)

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.

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.

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 03/29/10)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional, but recommended. (due 03/29/10)
4. OF-612, Resume and/or 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 03/22/10 (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-10-0103-PP

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.**