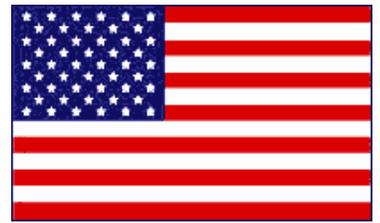




# PORTLAND VA MEDICAL CENTER

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

<b>1. <u>Announcement Number</u></b>  <b>MP-10-0175-SJ</b>	<b>2. <u>Title, Series, Grade, Salary</u></b>  <b>Medical Support Assistant (20201-A) GS-679-5 \$33,013 to \$42,913 per annum (Based on full-time employment)</b>	<b>3. <u>Tour of Duty</u></b>  <b>8am – 4:30pm M-F</b>	<b>4. <u>Duty Station</u></b>  <b>Business Office, Vancouver Division</b>
<b>5. <u>Type &amp; Number of Vacancies</u></b>  <b>Permanent 2 Full-time positions</b>	<b>6. <u>Contact</u></b>  <b>Human Resources Assistant 503-273-5236</b>	<b>7. <u>Opening Date</u></b>  <b>06/03/10</b>	<b>8. <u>Closing Date</u></b>  <b>06/23/10</b>

### WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees, Veteran’s Canteen Service and permanent Title 38 employees and permanent Title 38 Hybrid employees of the Portland VA Medical Center eligible under the interchange Agreement.
- 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.
- Schedule A special hiring authority covers applicants with mental and physical disabilities. In order to be considered under this special hiring authority applicants need to provide proof of disability and job readiness certification. The proof of disability and job readiness certification can be provided by the following: 1) a statement or letter on a physician’s/medical professional’s letterhead; 2) statement, record or letter from a Federal Government agency that issues or provides disability benefits; 3) statement, record or letter from a State Vocational Rehabilitation Agency counselor; or 4) certification from a private Vocational Rehabilitation or other Counselor that issues or provides disability benefits. More information regarding this special hiring authority can be found at [www.opm.gov/disability/aboutus.asp](http://www.opm.gov/disability/aboutus.asp)
- **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 which scheduling patients in accordance with distinct National requirements, answering heavy traffic call lines, and determining patient eligibility.

### MAJOR DUTIES:

This position is located at the Portland VA Medical Center in the Business Office, Patient Services Unit (PSU), Vancouver Division. Receives patients and visitors telephonically. Records and relays messages and/or redirect calls as necessary. Refers urgent messages and patient results for immediate action. Obtains identifying information and determines the nature of the visit/call. Ensures eligibility for care and contacts appropriate staff member for verification, when necessary. Schedules appointments and provides information regarding unit, clinic and hospital policies, procedures and locations to patients, family members, staff, etc., or refers to other resources for difficult questions or concerns. Maintains and monitors patient appointment schedules for the unit/clinic, and communicates delays in scheduled appointments to the appropriate staff and patients. Attempts to resolve complaints of a local administrative nature and refers other complaints to appropriate authorities. Coordinates and/or schedules patient appointments with other clinics or specialties. Receives and handles concerns ensuring that quality service is rendered in a timely, competent and caring manner. Serves as coordinator for questions including interpretation of

(Continued on next page)

policy relating to the provision of medical services. Responds to complex questions involving a range of issues. Researches problems and/or reviews issues and requests related to information regarding provisions for medical care, eligibility, etc.; clarifies issues and evaluates the need for additional information. Provides advice regarding regulations. Identifies and recommends ways of eliminating, combining, simplifying, or improving procedures and processes. The incumbent works on special projects and prepares special and recurring reports as directed. Ensures the database integrity by monitoring, for accuracy and completeness, all systems of data entry and collection; this includes current software as well as future updates and revisions. Makes patient appointments. Answers questions, provides information, gives guidance and initiates action as appropriate. Obtains all key information needed and initiates administrative processing of basic requests and forms. Provides eligibility determinations and information to the medical staff. Provides administrative support for the facility in handling written correspondence and telephone inquiries. Maintains contact with medical and clerical staff in clinics and in-patient wards to resolve delays and misunderstandings in the administrative aspect of providing medical care. Responds to questions from patients concerning services. Provides advisory and technical assistance to patients, administrative staff, and professional staff regarding medical care eligibility. Coordinates the planning of new and established patient appointments each of which have distinct National requirements for proper handling and processing. Incumbent must maintain enhanced technical experience to accurately and effectively coordinate and process these tasks to avoid unnecessary delays in patient wait times. Accurately schedules necessary appointments, and assures all appropriate lab/x-ray appointments are scheduled prior to appointment.

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

#### **QUALIFICATION REQUIREMENTS:**

**Eligibility:** U.S. Office of Personnel Management Qualification Standards Handbook for GS-649, Medical Support Assistant 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 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 answering heavy volume call lines, scheduling and maintaining patient appointments, determining patient needs and eligibility, and maintaining contact with staff regarding patient care.

**Substitution of Education for Experience:** Successful completion of at least four (4) years of education above the high school level. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. One year of full-time academic study is defined as 30 semester hours, 45 quarter hours, or the equivalent in a college or university, or at least 20 hours of classroom instruction per week for approximately 36 weeks in a business, secretarial, or technical school. 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 and experience scheduling patient appointments in an electronic database for a large and complex organization.
2. Proficient knowledge of the Privacy Act of 1974, provisions related to confidentiality, federal regulations and HIPAA policies
3. Proficient knowledge of medical terminology, including experience communicating with medical and pharmacy staff for a large and complex organization
4. Demonstrated skill in interpersonal relationships, telephone etiquette, dealing with the public, and providing excellent customer service.
5. Knowledge and ability to apply the principles related to confidentiality and effective communication, including tact and diplomacy in dealing with very sensitive issues.

#### **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.
- Employee selected must serve a one (1) year probationary period for managers/supervisors as contained in 5 USC 315, unless she/he has already served the required supervisory period.
- 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 06/30/10)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended. (due 06/30/10)
4. Resume, OF-612, 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

##### **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) on 06/23/10 (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-10-0175-SJ**  
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/admns/inaid/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.**