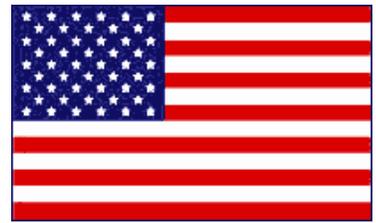




**PORTLAND VA  
MEDICAL CENTER**

*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><br><br><b>MP-10-0206-DM</b>        | <b>2. <u>Title, Series, Grade, Salary</u></b><br><br><b>Patient Services Assistant<br/>(32002A-A)<br/>GS-303-6<br/>\$36,799 to \$47,837 per annum<br/>(Based on full-time employment)</b> | <b>3. <u>Tour of Duty</u></b><br><br><b><u>Variable</u><br/>To be<br/>determined by<br/>Management</b> | <b>4. <u>Duty Station</u></b><br><br><b>Compensation and<br/>Pension Unit,<br/>Chief of Staff<br/>Hillsboro CBOC</b> |
| <b>5. <u>Type &amp; Number of Vacancies</u></b><br><br><b>Permanent</b> | <b>6. <u>Contact</u></b><br><br><b>Human Resources Assistant<br/>503-273-5236</b>   | <b>7. <u>Opening Date</u></b><br><br><b>08/16/2010</b>   | <b>8. <u>Closing Date</u></b><br><br><b>08/20/2010</b>   |

- **If you applied to Job Announcement MP-10-0174-DM there is no need to reapply for this announcement.**
- **THIS POSITION IS IN THE BARGAINING UNIT**

**WHO MAY APPLY TO THIS ANNOUNCEMENT:**

- Career or career conditional employees; permanent Title 38 and Title 38 Hybrid employees eligible under the interchange agreement and people eligible under special hiring authorities (See conditions of employment).
- ICTAP/CTAP eligible Federal Employees. (See conditions of employment).
- Noncompetitive appointment of certain military spouse. (See conditions of employment).
- 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.
- VRA (Veterans Readjustment Act) eligible applicants (See conditions of employment).

**MAJOR DUTIES:**

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. Performs other related duties as assigned.

**QUALIFICATION REQUIREMENTS:**

**Eligibility:** U.S. Office of Personnel Management Qualification Standards Handbook for GS-303 Clerical and Administrative Support series applies 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 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. Specialized experience includes, but is not limited to, work as a receptionist, office Assistant or patient Assistant in a hospital medical center or clinic. Duties may include greeting patients, scheduling patient appointments, conducting quality reviews.

**Substitution of Education for Experience:** For GS-6 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 rating factors will result in applicant receiving a less than desirable rating:***

1. Skill in using personal computers and software packages such as Microsoft Word, Excel and PowerPoint.
2. Ability to communicate information and directions effectively by utilizing tact and diplomacy in interpersonal relations with patients, employees and visitors.
3. Knowledge of office equipment such as telephones, pagers, copiers, fax machines, scanners and printers.
4. Knowledge of basic medical terminology.
5. Ability to correctly schedule eligible patients for specific specialty clinics utilizing Appointment scheduling software.

### **CONDITIONS OF EMPLOYMENT:**

- **Priority Consideration:** Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. CTAP and ICTAP eligibles will be considered well qualified if they can perform the duties of the position at the full performance level and the full range of Title 38 program oversight, to include guidance and training for other VISN HR Specialist(s) in the performance of their duties.
- Federal Employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.
- **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.
- 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.
- VRA (Veterans Recruitment Appointment) eligible applicants: Veterans who are Disabled veterans; or Veterans who served on active duty in the Armed Forces during a war, or in a campaign or expedition for which a campaign badge has been authorized; or Veterans who, while serving on active duty in the Armed Forces, participated in a United States military operation for which an Armed Forces Service Medal was awarded; or Recently separated veterans. Note: Not all 5-point preference eligible veterans may be eligible for a VRA appointment. For information regarding Veterans' Preference please visit the following website: <http://www.opm.gov/staffingPortal/Vetguide.asp>
- 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)
- 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 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 maybe denied.
- 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).
- 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.

- 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.
- A pre-employment physical examination may be required for an applicant who is tentatively selected

### **HOW TO APPLY:**

#### **Portland VAMC Permanent employees submit:**

1. [VAF 4078, Application for Promotion or Reassignment](#) (due 8/20/2010)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 8/20/2010)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (Optional).

#### **Other VA Permanent Employees 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. (Required).
2. Latest SF-50, Notification of Personnel Action (Required)
3. [VAF 4676a, Employee Supplemental Qualifications Statement](#) .
4. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (Optional).
5. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later)
6. Latest performance appraisal

#### **Non VA Applicants 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: (Required if Veterans Preference is being used for status)
  - 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) (if applicable)
  - c. VA letter or DOD documentation of service-connected disability rating dated 1991 or later if applicable.
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 are recommended to submit a narrative statement on a separate page(s) with specific responses to all of the knowledge, skills, and abilities (KSAs) in this announcement.
6. A copy of your college transcripts (Optional unless education is required).

**All application packets must be received in Human Resources Management Service by Close of Business (COB) on 8/31/2010.** Application forms may be obtained in Human Resources Management Service or on our Portland VAMC internet website, <http://www.visn20.med.va.gov/Portland/mc/hr>.

*Applications may be mailed to:*

Portland VA Medical Center, P4HRMS  
Attn: MP-10-0206 DM  
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 in a US government envelope.**