



# PORTLAND VA MEDICAL CENTER

Our mission is to honor America's veterans by providing exceptional health care that improves their health and well-being.



## NOTICE OF VACANCY

**POSITION TITLE:** Medical Support Assistant 20201-A

**ANNOUNCEMENT #:** MP-11-0021-JD

**DIVISION:** Business Office

**LOCATION:** Vancouver, WA

**SERIES & SALARY RANGE:** GS – 0679-5 \$33,013 - \$42,913

**OPEN DATE:** 10/21/2010

**CLOSE DATE:** 11/11/2010

**NUMBER OF VACANCIES:** 2

**POSITION INFORMATION:** Permanent, Full Time, Monday – Friday

**WHO MAY APPLY:**

- VA Career or career conditional employees
- VA permanent Title 38, Title 38 Hybrid employees and Veterans Canteen employees eligible under the Interchange Agreement
- Federal Career/Career Conditional Employees and Reinstatement eligibles
- Individuals eligible under special hiring authorities (See conditions of employment).
- ICTAP/CTAP eligible Federal Employees. (See conditions of employment).
- Noncompetitive appointment of certain military spouses (See conditions of employment).
- VEOA eligible applicants (Veterans Employment Opportunities Act) (See conditions of employment).
- Schedule A applicants (See conditions of employment).
- VRA eligible applicants (See conditions of employment).

**BARGAINING UNIT POSITION:** Yes

**MAJOR DUTIES:** The Medical Support Assistant (MSA) with the Patient Services Unit receives patients and visitors telephonically as well as records and relays messages and/or redirect calls as necessary. The MSA 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. The incumbent will work to resolve complaints of a local administrative nature and refers other complaints to appropriate authorities. Serves as coordinator for questions including interpretation of policy relating to the provision of medical services and responds to complex questions involving a range of issues. The MSA researches problems and/or reviews issues and requests related to information regarding provisions for medical care, eligibility, etc. The MSA also clarifies issues and evaluates the need for additional information. 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.

The incumbent makes patient appointments, answers questions, gives guidance and initiates action as appropriate. Obtains all key information needed and initiates administrative processing of basic requests and forms then provides eligibility determinations and information to the medical staff. The MSA provides administrative support for the facility in handling written correspondence and telephone inquiries.

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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. **Performs other related duties as assigned.**

### QUALIFICATIONS:

- **Eligibility:** U.S. Office of Personnel Management [Qualification Standards](#) Handbook for GS-0303-5. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.
- **Basic Requirements:** Must be a U.S. citizen.
- **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. Specialized experience includes, but is not limited to; previous experience making medical appointments, experience in a call center and/or previous experience with medical records. Knowledge of medical terminology crossing one or more services. Familiarity with common computerized software packages including by not limited to Microsoft Word and Excel.
- **Substitution of Education for Experience:** Successful completion of at least four (4) years of education above the high school level or a Bachelor's degree. 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. Applicant must submit copy of transcripts with application to receive credit for substitution.
- **Basis for Rating: Knowledge, Skills and Abilities**

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.
  2. Proficient knowledge of medical terminology.
  3. Demonstrated skill in interpersonal relationships, telephone etiquette, working with the public and providing excellent customer service.
  4. Knowledge and ability to apply to the principles related to confidentiality and effective communication.

### 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. Well Qualified is defined as those persons with previous experience making medical appointments. Previous experience in a call center. Previous experience with medical records and scheduling medical appointments as well as knowledge of medical terminology. 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.

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### - 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.

- **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)

- **VRA (Veterans Recruitment Act):** VRA eligibility applies to the following categories: Disabled Veterans, Veterans who served on active duty in the Armed Forces during a war declared by Congress, or in a campaign or expedition for which a campaign badge has been authorized, Veterans who, while serving on active duty in the Armed Forces, participated in a military operation for which the Armed Forces Service Medal (AFSM) was awarded and Veterans separated from active duty within the past 3 years.

- 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).

- Telework may be available for this position after a 90 day training and evaluation period.

### HOW TO APPLY:

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>.

#### Portland VAMC Permanent Internal employees:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 11/18/2010)

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3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (due 11/18/2010)
4. Updated application; [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.
5. [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 Other 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: (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. Special Hiring Authority documentation (if applying under ICTAP/CTAP, Schedule A, etc.)
6. Responses to the KSA's. 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.
7. A copy of your college transcripts (Optional unless education is required). 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.

### All application packets must be received in Human Resources by Close of Business (COB) on 11/11/2010.

- Applications may be emailed to: [PortlandVAJobs@va.gov](mailto:PortlandVAJobs@va.gov)
- Received by Fax to: 503.273.5029 ATTN: MP-11-0021-JD
- Mailed to: PO BOX 1034, Portland, OR 97207 ATTN: MP-11-0021-JD
- Brought in person to: Portland VA Medical Center at 3710 SW US Veterans Hospital Road, Portland, OR 97239, Human Resources Building 16, Room 300

**Thank you for your interest in the Portland VA Medical Center, for more career opportunities please visit: [Portland VA Human Resources](#) or [USAJobs](#).**

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