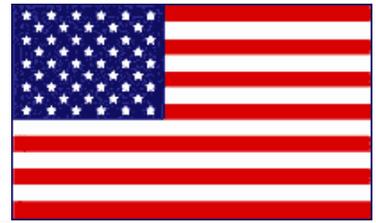




# PORTLAND VA MEDICAL CENTER

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



## NOTICE OF VACANCY

<p>1. <u>Announcement Number</u></p> <p><b>3W-06-216-JC</b></p>	<p>2. <u>Title, Series, Grade, Salary</u></p> <p><b>Medical Support Assistant          GS-679-6          \$32,904 to \$42,774 per annum</b></p>	<p>3. <u>Tour of Duty</u></p> <p><b>Days, Evenings          or Nights          including          weekends and          holidays</b></p>	<p>4. <u>Duty Station</u></p> <p><b>ECU          Patient Care          Services,          Portland          Division</b></p>
<p>5. <u>Type &amp; Number of Vacancies</u></p> <p><b>Permanent          Multiple Full-time positions</b></p>	<p>6. <u>Contact</u></p> <p><b>Human Resources Assistant          503-220-8262 x 57317</b></p>	<p>7. <u>Opening Date</u></p> <p><b>3/21/06</b></p>	<p>8. <u>Closing Date</u></p> <p><b>Until Filled          1<sup>st</sup>          Consideration          4/10/06</b></p>

### 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.
- 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.
- 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 ITCAP eligibility with their application.

### MAJOR DUTIES:

The incumbent will play a pivotal role in providing patient support services, i.e. administrative, clerical and reception duties in addition to entering all patient data required for Outpatient visit. This is documented into the computerized patient record system (CPRS). The incumbent will train/precept, Specialty and Support Program clerks on an ongoing basis to assigned duties, new policies and procedures. Responds to medical emergency situations in the assigned Specialty areas. Arranges and coordinates all patient appointments with clinics, schedules specialty procedures, lab test, per order and assures follow up. Has total responsibility to answer all incoming phone calls and provide appropriate and accurate information to nurses, providers and all staff. All clerical staff is expected to act and dress a professional manner. 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 the enrollment office. Receives, schedules, refers, and contacts members of the staff, agency, and persons outside the agency ranging from other government agencies to the general public. The incumbent is expected to provide exceptional customer service by exceeding the customer's expectations. Obtains and monitors the use of services, supplies, or equipment for the clinic.

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

### QUALIFICATION REQUIREMENTS:

**Eligibility:** U.S. Office of Personnel Management Qualification Standards Handbook for GS-379 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:** 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.

**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 procedures for receiving and following through on patient requests.
2. Knowledge of the internal organization and content of patients' medical records
3. Knowledge of the meaning and spelling of medical terminology.
4. Ability to work with other employees, both professional and non-professional.
5. Ability to work with veterans and their family members in helping them receive health care.

**VACANCY ANNOUNCEMENT INFORMATION SHEET**

**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.

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.

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.

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:**

**All application packets must be received in Human Resources by Close of Business (COB) on 4/10/06 for 1<sup>st</sup> consideration. This position will be open until filled.** Application forms may be obtained in Human Resources Office or on our external website, <http://www.va.gov/Portland/hr/index.asp> .

*Applications may be mailed to:*  
Portland VA Medical Center, P4HRMS  
**Attn: 3W-06-216-JC**  
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

**Portland VAMC employees must submit:**

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 7 days after close of announcement)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended. (due 7 days after close of announcement)

**Other VA Employees must submit:**

1. [OF 612, Optional Application for Federal Employment](#), 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). **(REQUIRED)**.
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](#), 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). **(REQUIRED)**.
3. Veterans Preference:
  - a. DD-214, Military Discharge Paper (member copy #4 for July 1979 or later editions) (For 5 Point Veteran's Preference).
  - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later)
  - c. VA letter 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.

**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.

**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.**