PORTLAND VA MEDICAL CENTER

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

NOTICE OF VACANCY *AMENDED* 8/25/08

1. Announcement Number	*2. Title, Series, Grade, Salary	3. Tour of Duty	4. Duty Station
3W-08-214-JB	**Patient Relations Assistant** **(080640/080650/31980A)** **GS-303-5/6/7** **$38,624 to $50,207 per annum** **(Based on full-time employment)**	**8am to 4:30pm M-F**	**Portland Metro East Community Based Outpatient Clinic, Primary Care Division Portland, Oregon**
5. Type & Number of Vacancies	**6. Contact**	**7. Opening Date**	**8. Closing Date**
Permanent **1 Full-time position**	**Human Resources Assistant** **503-273-5236**	**2/21/08**	**Until Filled** **1st consideration date 3/12/08**

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:

Incumbent serves in a pivotal administrative position and is the senior assistant processing all the clinical administrative details for patients assigned to a Care Team Incumbent is seen as the on-the-spot expert for expediting administrative procedures to allow for efficient patient care and a liaison to work with a variety of clinical health care providers.

THIS POSITION IS IN THE BARGAINING UNIT

***QUALIFICATION REQUIREMENTS:**

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-303 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 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 are 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.

Substitution of Education for Experience: Four (4) years of successfully completed education above the high school level in any field for which high school graduation or the equivalent is the normal prerequisite. 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. GS-6 & GS-7:** 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 the principles related to confidentiality and effective communication, including tact and diplomacy in

(Continued on next page)

dealing with very sensitive issues.

2. Ability to manage multiple tasks with competing priorities in a timely and complete manner.
3. Ability to communicate effectively both orally and in writing and function independently in an administrative support role.
4. Ability to determine whether a situation requires administrative support and resolution or clinical support or resolution.
5. Knowledge of eligibility and entitlement for benefits as it applies to this role.
6. Demonstrated skill in interpersonal relationships, telephone etiquette, dealing with the public, and customer service.

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.

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 3/19/08 for 1st consideration)
3. VAF 4667b, Supervisory Appraisal of Employee for Promotion is optional but recommended. (due 3/19/08 for 1st consideration)
4. 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 (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.

All application packets must be received in Human Resources by Close of Business (COB) on 3/12/08 for 1st consideration (except as noted above). This position is open until filled. 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: 3W-08-214-JB
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.

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.**