

POSITION: Program Support Assistant, GS-303-6

NUMBER OF VACANCIES: 1 full-time Position

***TYPE OF APPOINTMENT:** Permanent (see note 1)

POSITION DESCRIPTION: 7494A

SALARY RANGE: \$30,778 to \$40,016 per annum

***NOTE 1:** Fourth area consideration applicants will only be appointed to a temporary appointment NTE 13 months, may be extended or terminated sooner depending on workload, staffing, and budget.

NOTE 2: Applicants without prior federal service will be appointed at step one of the grade.

NOTE 3: Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion

NOTE 4: 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.

NOTE 5: Appointment to positions at this facility requires completion of a background investigation. Candidates selected must complete the investigation request, and will be fingerprinted prior to appointment.

NOTE 6: This is a Bargaining Unit position.

TOUR OF DUTY: Position is Monday-Friday 7:30 AM-4:00 PM. The work conditions may require a change in the tour of duty.

LOCATION: This position is located in Rehabilitation & Long Term Care, Home Based Primary Care Division, Vancouver, WA, however, it may be necessary to utilize the selected person's services at a different Medical Center location if conditions require it in the future.

AREA OF CONSIDERATION: Applicants will be considered in the following order: **First consideration** will be given to career or career conditional employees and permanent Title 38 employees of the Portland VA Medical Center eligible under the interchange Agreement. Included are employees of the Willamette National Cemetery, Regional Office and Veterans Outreach Center. **Second consideration** will be given to employees of other VA facilities; and **Third consideration** will be given to employees with competitive status outside the VA i.e., those with transfer or reinstatement eligibility. Veterans Recruitment Eligibles will be considered concurrently with applicants in this consideration. The VRA (Veterans Recruitment Appointments) is a special hiring program for:

1. 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;
2. Veterans who, while serving on active duty in the Armed Forces, participated in a military operation for which an Armed Forces service medal was awarded;
3. Recently separated veterans, meaning veterans last separated from active duty within the last three years; and
4. Disabled Veterans with a service-connected disability.

Also, veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply under the third consideration (Veterans Employment Opportunities Act (VEOA))

Fourth Consideration: Any U.S. Citizen

Displaced/Surplus Federal Employees: 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.

DUTIES: The complete description may be reviewed in the Human Resources Management Division. The following duties and responsibilities are taken from the position description and are considered to be a brief extract. This position is located within the Home Based Primary Care (HBPC) portion of the Home Care Program. HBPC provides specialized health services, i.e. medical, nursing, social work, and dietetic, administered from the Medical Center to patients in their homes. The incumbent is a central supporting role in providing continuity of patient care for veterans returning to their homes following hospitalization or in conjunction with ambulatory services. The incumbent establishes and maintains a liaison role with a wide variety of VAMC professionals, administrative services and community agencies. The incumbent is the focal point for most communicative interactions between HBPC and patients, caregivers, patient advocates, physicians, professionals, other VA programs, and general public. The incumbent accesses, routes and/or handles all telephone inquiries, displaying a positive image of the program in support of program goals. Supports the Program Director in the day-to-day operations of the office. Develops and maintains separate HBPC medical records on patients while on the program. Periodically thins charts and eventually incorporates them into the patient's main medical record. Screens and processes all patient referrals for HBPC. Assesses each referral for completeness and accuracy of documentation. Initiates action to retrieve delinquent referrals or missing documentation. Initiates and maintains tracking system for all patient referrals. Briefs professional staff on a daily basis regarding referral status. Initiates, requests, collects, and processes extensive amounts of data on HBPC patient characteristics and staff workload measures. Enters data locally and nationally according to strict guidelines and timeframes.

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.

(OVER)

Rating Factors: *On a separate sheet of paper, provide a written, detailed response to each of the RATING FACTORS. Failure to respond to rating factors will result in applicant not being referred for the position:* 1. Knowledgeable of the rules and regulations governing timekeeping processes. 2. Ability to utilize various computer programs such as Microsoft Word, Excel, Power Point, Access, CPRS and VISTA. 3. Knowledge of Fund Control Point rules and regulations. 4. Ability to effectively communicate verbally and written, with patients, families, staff, other government officials, general public and professional personnel over the telephone, electronic mail and in person. 5. Skill in balancing the needs, requests and priorities of a large and diverse group of professionals in a tactful and positive manner while working towards meeting overall program goals.

Well Qualified (CTAP/ICTAP): A well-qualified candidate is defined as one who meets the qualification and eligibility requirements for the position, including all educational/experience and selective factors (when applicable), and is able to satisfactorily perform the duties of the position upon entry.

EQUAL EMPLOYMENT OPPORTUNITY: All qualified applicants will receive equal consideration without regard to race, religion, color, national origin, sex, politics, marital status, non-disqualifying physical or mental handicap, age or membership or non-membership in a labor organization.

HOW TO APPLY (First Considerations): In order to be considered for this vacancy, **interested employees must complete and submit VA Form 5-4078, Application for Promotion or Reassignment**, to be received in Human Resources Management Division (P4HRMS) no later than 4:30 p.m. on the closing date of this announcement. **Applicants are responsible for completing and submitting VA Form 5-4676a, "Employee Supplemental Qualifications Statement" no later than (7) calendar day after the closing date of the position.** VA Form 5-4676b, Supervisory Appraisal of Employee for Promotion, will be furnished to the employee for completion by supervisory officials also due 7 calendar days after the closing date. These forms are available in Human Resources Management Division.

HOW TO APPLY (All other Consideration Applicants): You may submit [OF 612 \(Optional Application for Federal Employment\)](#), a resume, or other written format (i.e., SF-171). **(REQUIRED)**. If your resume or application does not provide all the information requested on the OF 612 and this vacancy announcement, you may lose consideration for the position. In addition, the following forms must be completed/provided and returned to Human Resources Management Division by the closing date:

- a. [OF-306, "Declaration for Federal Employment. \(REQUIRED\)](#)
- b. SF 50, "Notification of Personnel Action" (for proof of civilian Federal status). (if applicable)
- c. DD-214, "Certificate of Release or Discharge from Active Duty" (if claiming veterans preference and/or VRA eligibility).
- d. [SF-15, "Application for 10-point Veteran Preference"](#) (with required documentation for proof). (if applicable)
- e. On a separate sheet of paper, provide a written, detailed response to each of the **RATING FACTORS** listed in the paragraph above. **(REQUIRED)**
- f. Appropriate proof of ITCAP eligibility. (if applicable)

HOW TO OBTAIN FORMS:

Forms are available online at www.va.gov/portland/hr

In Portland:

VA Medical Center
Human Resources Management Division
3710 SW US Veterans Hospital Road, (Bldg. 100, Rm 6C-12)
Portland, OR 97239. Phone # (503) 273-5236

If Mailing:

VA Medical Center,
Human Resources Management Division (P4HRMS)
P.O. Box 1034
Portland, OR 97207

Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications. Applications must be received in Human Resources Management Division in the Portland office as listed above, no later than 4:30 p.m. on the closing date of the vacancy announcement or postmarked on or before the closing date. Applications will not be returned to applicants. For additional information you may contact Personnel (503) 273-5236.

DB/MMJ