

POSITION: Patient Services Assistant, GS-303-5, target GS-6 or GS-6**TYPE OF APPOINTMENT:** Permanent/Temporary (see note 1)**NUMBER OF VACANCIES:** 1 Full-time position**SALARY RANGE:** GS-5: \$27,612 to \$35,900; GS-6 \$30,778 to \$40,016 per annum.**POSITION DESCRIPTION:** GS-5: 40071A; GS-6: 01495A**NOTE 1:** Fourth area consideration applicants will only be appointed to a temporary appointment NTE 1 year and 1 day, may be extended or terminated sooner depending on workload, staffing, and budget.**NOTE 2:** Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion**NOTE 3:** 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 4:** This is a developmental position. If selected below the target level, employee may be promoted without further competition upon satisfactory completion of qualification and eligibility requirements.**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:** Applicants appointed to direct patient care positions must be proficient in spoken and written English as required by 38USC 7402(d) and 7407(d).**NOTE 7:** This is a Bargaining Unit position.**TOUR OF DUTY:** Position is dayshift, M-F. The work conditions may require a change in the tour of duty**LOCATION:** This position is located in the OR/Clinic E, Operative Care Division; Portland OR Division 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 ICTAP eligibility with their application.**DUTIES:** The complete position description may be reviewed in Human Resources Management Division. The following duties and responsibilities are taken from the position description and are considered to be a brief extract. The incumbent receives and checks in patients for surgery and outpatient treatment. Makes patient follow-up appointments. Enters no-show information for patients who fail to report for scheduled appointments, and rescheduling patients as directed by the physician. Copies and files documentation and enters information into the computer system. Assembles and sets up medical records, checking for completeness, accuracy, and compliance with regulatory requirements. Performs scanning of medical records into VISTA imaging from hard copy medical forms. Performs general office work. Answers telephone and refers calls. Performs general administrative support related to the unit. Performs other related duties as assigned.**GENERAL REQUIREMENTS:****Eligibility:** U.S. Office of Personnel Management Qualifications Standards Handbook for GS-303 series applies and may be reviewed in the Human Resources Management Division office. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.**Specialized Experience:** One (1) year 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 work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level.**Substitution of Education for Experience:** **GS-5:** Successful completion of four (4) years of post high school education. Education must have been obtained in an accredited business, secretarial, or technical school, junior college, or university is fully qualifying at the GS-5 level and may be substitutes in full for the required specialized experience. **GS-6:** Generally not applicable**Rating Factors:** On a separate 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. Knowledge of policies and procedures used in clinical sections of the medical center. 2. Knowledge of computer programs as they relate to the position. 3. Ability to work with patients, families, co-workers, and others regarding the delivery of health care services. 4. Knowledge of medical terminology.**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.**(OVER)**

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). **Applicants also must complete and submit VA Form 5-4676a, "Employee Supplemental Qualifications Statement" no later than (7) calendar day after the submission of VA Form 5-4078.** 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 submission of VA form 5-4078. These forms are available in Human Resources Management Division and on the Portland VA Web site.

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:

- 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). (if applicable)
- d. [SF-15, "Application for 10-point Veteran Preference"](#) (with required documentation for proof). (if applicable)
- e. On a separate 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. Applications will not be returned to applicants. For additional information you may contact Personnel (503) 273-5236.

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