

STAFFING

1. **REASON FOR ISSUE:** To revise the Department of Veterans Affairs (VA) qualification standard for Prosthetic Representative, GS-0672, appointed under 38 U.S.C. § 7401(3) and 38 U.S.C. § 7405(a)(1)(B).
2. **SUMMARY OF CONTENTS/MAJOR CHANGES:** This handbook contains mandatory procedures on staffing. The pages in this handbook replace the existing Prosthetic Representative qualification standard in VA Handbook 5005, Part II, Appendix G34, in its entirety. The new standards are effective on the date of issuance of this handbook. This change will be incorporated into the electronic version of VA Handbook 5005 that is maintained on the Office of Human Resources Management Web site.
 - a. Clarifies creditable experience and education;
 - b. Updates the definition of Specialty Services;
 - c. Expands the GS-9 grade level developmental assignment;
 - d. Eliminates the assignment for the Supervisory, GS-11 grade level assignment. Employees currently in a supervisory assignment at the GS-11 grade level described in VA Handbook 5005, Part II, Appendix G34, dated March 17, 2006, must be reviewed and the employee must be placed in an appropriate assignment; and,
 - e. Establishes separate assignments for Supervisory, Assistant Chief and Chief.
3. **RESPONSIBLE OFFICE:** The Recruitment and Placement Policy Service (059), Office of the Deputy Assistant Secretary for Human Resources Management.
4. **RELATED DIRECTIVE:** VA Directive 5005, Staffing.
5. **RESCISSIONS:** VA Handbook 5005/15, Part II, Appendix G34, dated March 17, 2006.

CERTIFIED BY:

/s/
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**BY DIRECTION OF THE SECRETARY
OF VETERANS AFFAIRS:**

/s/
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**[APPENDIX G34. PROSTHETIC REPRESENTATIVE QUALIFICATION STANDARD
GS-0672**

Veterans Health Administration

- 1. COVERAGE.** This standard applies to all Prosthetic Representative positions in the Veterans Health Administration (VHA). Prosthetic Representatives perform the work of rendering prosthetic and sensory aids services to disabled patients. The work may include planning, developing, and directing a prosthetic and sensory aids program. The Prosthetic Representative works with Veterans, caregivers, vendors, and the clinical team to ensure the right devices, equipment, services, and benefits are matched with patient rehabilitative and medical needs.
- 2. DEFINITIONS.**
 - a. Appointing Official.** The Human Resources Management Officer is delegated appointing authority, to process and authenticate notifications of personnel actions, and to effect management-approved employment actions on behalf of officials, employees and facilities for which service is provided.
 - b. Approving Official.** The Veterans Integrated Service Network (VISN) Director, Medical Center Director, or designee is the approving official and will determine whether to approve or disapprove the appointment of employees in the hybrid occupations.
 - c. Journey Level.** The full performance level for this qualification standard is the GS-11 grade level.
 - d. Paraprofessional.** A job title given to persons in various occupational fields, such as education, healthcare, engineering, and law, who are trained to assist professionals, but do not themselves have professional licensure.
 - e. Creditable Experience.** To be creditable, the experience must have demonstrated the use of knowledge, skills, and abilities associated with Prosthetic Representative responsibilities. The experience is only creditable if documented in the application and verifiable through employment references and/or other means. Examples of qualifying experience include experience in a health care setting, and familiarity with home medical equipment, rehabilitation, home oxygen, visual or hearing impairment, assistive technology, orthotics, or prosthetics.
 - f. Part-Time Experience.** Part-time experience is creditable according to its relationship to the full-time work week. For example, one week of full-time credit is equivalent to two weeks of part-time work.
 - g. Specialty Services.** These are services that are unique to more complex facilities and require in-depth, specialized knowledge of the multiple disabilities that are associated with patients receiving medical and rehabilitative services in these specialty programs. The Prosthetic Representative needs to be aware of the different rehabilitative treatment goals and strategies that are unique to patients in these specialized programs and specific program requirements. These specialty services include, but are not limited to:

PART II

APPENDIX G34

- (1) Prosthetic implants (biological and non-biological);
- (2) Blind Rehabilitation Center;
- (3) Orthotic and Prosthetic Laboratory;
- (4) Poly-Trauma Level I Center;
- (5) Spinal Cord Injury Center - injuries that disrupt movement, sensation, and function often, with paralysis can impact lower body, upper body, bowel and bladder;
- (6) Traumatic Brain Injury Center - injuries that frequently occur as part of the polytrauma spectrum in combination with other disabling conditions, such as amputations, burns, pain, fractures, auditory and visual impairments, post-traumatic stress disorder, and other mental health conditions; and
- (7) Driver Rehabilitation Program.

3. BASIC REQUIREMENTS.

- a. **Citizenship.** Citizen of the United States. After a determination is made that it is not possible to recruit qualified citizens, necessary personnel may be appointed on a temporary basis under authority of 38 U.S.C. 7405 without regard to the citizenship requirements of 38 U.S.C. 7402 or any other law prohibiting the employment of or payment of compensation to a person who is not a citizen of the United States. Candidates must meet all other requirements for the grade level and position concerned.
- b. **Experience and Education.** Individual must meet at least one of the requirements below.
 - (1) **Experience.** One year of creditable experience that demonstrates: Knowledge of basic anatomy and medical terminology; knowledge of accounting methods; ability to research, analyze, comprehend, and apply decisions; basic knowledge of inventory management procedures; ability to use computer software packages for word processing, spreadsheet development, and database management; and ability to work independently and as a member of a team; or
 - (2) **Education.** A bachelor's degree from an accredited educational institution AND at least 24 semester hours in course work related to health care, public administration, or business. The 24 semester hours could include but is not limited to any combination from the following fields: occupational therapy, physical therapy, kinesiotherapy, social work, psychology, prosthetics, orthotics, respiratory therapy, assistive technology, business law, leadership, healthcare, public administration, or business management. This course work may have been completed within the degree or in addition to the degree; or
 - (3) **Experience/Education Combination.** Equivalent combinations of experience and education are qualifying.

- c. **Grandfathering Provision.** All persons employed in VHA as a Prosthetic Representative on the effective date of this qualification standard are considered to have met all qualification requirements for the title, series and grade held, that are part of the basic requirements of the occupation. For employees who do not meet all the basic requirements in this standard, but who met the qualifications applicable to the position at the time they were appointed to it, the following provisions apply:

- (1) Employees grandfathered into the GS-0672 occupational series as prosthetic representatives may be reassigned, promoted up to and including the full performance (journeyman) level, or changed to lower grade within the occupation, but may not be promoted beyond the journeyman level or placed in supervisory or managerial positions.
- (2) Prosthetic Representatives who are appointed on a temporary basis prior to the effective date of the qualification standard may not have their temporary appointment extended or be reappointed, on a temporary or permanent basis, until they fully meet the basic requirements of the standard.
- (3) Employees who are retained as a Prosthetic Representative under this provision and subsequently leave the occupation lose protected status and must meet the full VA qualification standard requirements in effect at the time of reentry as a prosthetic representative.

- d. **Foreign Education.** To be creditable, education completed outside the United States must have been submitted to a private organization that specializes in the interpretation of foreign educational credentials, and such education must have been deemed at least equivalent to experience gained in conventional United States programs.

- e. **Physical Requirements.** Pre-placement and periodic physical examinations are required for hybrid occupations to ensure workers are placed in positions where they can perform the essential functions of their job including their physical, mental and emotional capacities, without endangering their health or the health of their co-workers. See VA Directive and Handbook 5019.

- f. **English Language Proficiency.** Candidates will not be appointed under authority of 38 U.S.C. chapters 73 or 74, to serve in a direct patient-care capacity in VHA who are not proficient in written and spoken English. See Chapter 2, section D, paragraph 5a, this part.

4. **GRADE DETERMINATIONS.** In addition to the basic requirements for employment, the following criteria must be met when determining the grade of candidates:

a. **GS-5 Prosthetic Representative (Entry Level)**

- (1) **Experience.** None beyond the basic requirement.
- (2) **Assignment.** Assignments at this grade level are entry level trainee in nature where the individual receives developmental assignments designed to build upon the base knowledge, skills, and abilities. At this level, the Prosthetic Representative receives training and

PART II

APPENDIX G34

instruction to develop proficiency in essential occupational tasks. The work is performed under close supervision.

b. GS-7 Prosthetic Representative (Developmental Level)

- (1) **Experience.** In addition to the basic requirements, one year of creditable experience equivalent to the GS-5 grade level, directly related to the position to be filled.
- (2) **Demonstrated Knowledge, Skills, and Abilities (KSAs).** In addition to the experience above, the candidate must demonstrate all of the following KSAs:
 - (a) Ability to understand and apply processes, procedures, regulations, and laws as it applies to purchasing and the provision of prosthetic items/services.
 - (b) Ability to coordinate multiple requests for durable medical equipment (DME), including repairs, services, and benefits.
 - (c) Ability to act as a liaison with and work effectively with health care providers, patients, caregivers and vendors to ensure that the most appropriate device and services are received timely.
 - (d) Ability to monitor contractors and vendors for compliance with contract requirements.
- (3) **Assignment.** At this level, responsibilities include interaction with Veterans, caregivers, and clinical staff by answering questions related to benefit programs such as automobile adaptive equipment, home improvement and structural alterations, and clothing allowance programs. Assignments include developmental duties involving more complex work performed under supervision. The Prosthetic Representative addresses questions about the provision of prosthetic items, home care equipment, benefits or service issues, to include discharge planning requirements. The employee ensures requests for items or services are complete and received in accordance with established timeframes. Work may include authorizing and preparing purchase orders for a wide variety of prosthetic and orthotic devices, medical supplies and home medical equipment and repairs. For orders exceeding the micro-purchase threshold, they may conduct market research, price history review, complete justification and approval, and submit to the contracting department. They ensure correct Healthcare Common Procedure Codes are entered into the appropriate database(s). They ensure surgical implants are Federal Drug Administration (FDA) approved; shipped to retain product integrity; delivered to correct location; and received before for the surgical procedure. They collaborate with clinical staff when devices and equipment requires repair or replacement and takes necessary actions to resolve issues.

c. GS-9 Prosthetic Representative (Developmental level)

- (1) **Experience.** In addition to the basic requirements, one year of creditable experience equivalent to the GS-7 grade level, that is directly related to the position to be filled.

OR,

- (2) **Education.** Education equivalent to two full years of progressively higher level graduate education or Master's or equivalent graduate degree from an accredited educational institution AND at least 24 semester hours in course work related to health care, public administration, or business. The 24 semester hours may include, but is not limited to, any combination from the following fields: occupational therapy, physical therapy, kinesiotherapy, social work, psychology, prosthetics, orthotics, respiratory therapy, assistive technology, business law, leadership, healthcare, public administration, or business management. This course work may have been completed within the degree or in addition to the degree.
- (3) **Demonstrated Knowledge, Skills, and Abilities.** In addition to the experience above, the candidate must demonstrate all of the following KSAs:
- (a) Knowledge of methods to identify trends and causation factors sufficient to analyze prepared data and gather information to inform and advise management.
 - (b) Ability to organize, prioritize, and monitor actions to ensure timeliness.
 - (c) Ability to understand and articulate the benefits program options available. This includes communicating with patients, caregivers, health care providers and vendors.
 - (d) Ability to apply and educate others about national, VISN, and facility directives, policies, procedures and regulations.
 - (e) Ability to work effectively with a clinical team and provide recommendations for prosthetic devices.
- (4) **Assignment.** The Prosthetic Representative works directly with Veterans and clinical teams to assist with applications for benefits related to benefit programs such as automobile adaptive equipment, home improvement and structural alterations, and clothing allowance programs. The employee ensures devices, equipment, and services, are based on the patient's rehabilitative and medical needs. They work closely with the treatment team in development of prescriptions and provide technical assistance and guidance to assist in planning and coordination to obtain equipment, services, and benefits. The Prosthetic Representative conducts home visits, in collaboration with other healthcare providers to determine if requested equipment is appropriate or can be installed in the home. They are familiar with national, VISN, and facility contracts that apply to Prosthetics and Sensory Aids Service (PSAS), and responsible for providing management with documentation pertaining to contract compliance issues or concerns. This includes working with clinical staff to create quality improvement reports. They work closely with the clinical teams to assist in identifying products available on contract that meet the medical needs of patients. Duties are typically performed independently with minimal supervision. Prosthetics representatives have knowledge and the ability to apply and educate others about national, VISN, and facility directives, policies, procedures and regulations. They analyze and interpret data for trends and provide guidance to improve quality assurance, policies, and procedures.

PART II

APPENDIX G34

d. GS-11 Prosthetic Representative (Full Performance Level)

- (1) **Experience.** In addition to the basic requirements, one year of creditable experience equivalent to the GS-9 grade level, that is directly related to the position to be filled.
- (2) **Demonstrated Knowledge, Skills, and Abilities.** In addition to the experience above, the candidate must demonstrate all of the following KSAs:
 - (a) Ability to work independently to set priorities; delegate tasks; meet multiple deadlines; analyze organizational problems; and develop and implement effective solutions to optimize quality, efficiency, performance, and productivity.
 - (b) Ability to work with a team, to provide technical guidance, plan, organize, and coordinate activities to effectively complete job duties of assignment, such as distributing workload; and monitoring the accuracy, status and progress of work.
 - (c) Ability to communicate tactfully and effectively, both orally and in writing, to meet program objectives. This may include preparing reports in various formats and presenting data to various organizational levels.
 - (d) Ability to assist in staff development, outcome management, and strategic planning.
 - (e) Ability to act as liaison between staff to resolve informal employee complaints and concerns.
 - (f) Knowledge of rehabilitative treatment goals and strategies that are unique to patients in specialized programs and knowledge of those specific program requirements. (See paragraph 2.g. above)
- (3) **Assignment.** Work at the full performance level is performed independently and with minimal supervision. Prosthetic Representatives provide oversight, administration and coordination for a number of services including but not limited to procurement, clinical services, customer service/reception, inventory management associated with medical, rehabilitative, and durable medical equipment devices; home durable medical equipment delivery/set-up/installation; visual or hearing devices; assistive technology; and orthotics/prosthetics. The Prosthetic Representative assists with management and oversight of contract programs such as home oxygen, durable medical equipment, and eyeglasses. They are responsible for the administration of benefit programs, such as home and structural alterations, automobile adaptive equipment, and clothing allowance. The Prosthetic Representative is aware of rehabilitative treatment goals and strategies that are unique to patients in order to obtain specialized service programs as stated in paragraph 2.g. above. When non-contract products are required, the Prosthetic Representative assists the clinical team in developing appropriate justifications, to ensure access to the most clinically appropriate products and services when such as product functionality not available with contract products to ensure access to the most clinically appropriate products and services. The Prosthetic Representative works directly with Veterans and clinical teams to assist with applications and answer questions related to benefit programs that cannot be handled by

lower level employees. They provide recommendations to the treatment team regarding the development of prescriptions and provide technical assistance and guidance on planning and coordination efforts, to address complex patient medical and rehabilitative needs for equipment, services, and benefits. They develop and monitor quality improvement metrics to ensure the program is functioning in accordance with all established guidelines. They have a full working knowledge of national, VISN, and facility contracts that apply to PSAS and responsible for providing management with documentation pertaining to contract compliance issues or concerns. This includes working with clinical staff to make recommendations for improvements based on quality improvement reports. At this level, employees may serve as the lead for the prosthetic program providing oversight of specific services within PSAS. They may assist with oversight duties including making work assignments, monitoring work flow, providing input on performance, resolving daily workplace issues, and maintaining efficient flow of patient care. They may provide training to PSAS staff and other medical center employees, students and/or trainees.

e. GS-12 Prosthetic Representative (Supervisor)

- (1) **Experience.** At least one year of experience equivalent to the GS-11 grade level.
- (2) **Demonstrated Knowledge, Skills, and Abilities.** In addition to the experience above, the candidate must demonstrate all of the following KSAs:
 - (a) Leadership and managerial skills, including skill in interpersonal relations and conflict resolution to deal with employees, team leaders, and managers.
 - (b) Ability to perform the full range of supervisory duties, including responsibility for assignment of work to be performed; evaluation of performance; selection of staff; and recommendation of awards, advancements, and disciplinary actions.
 - (c) Ability to manage a health care program that provides home medical equipment, rehabilitation services, home oxygen, visual or hearing impairment devices, assistive technology, orthotics, or prosthetics.
 - (d) Skill in coordinating work flow and work assignments.
 - (e) Ability to counsel patients and work effectively with a clinical team to resolve conflict.
- (3) **Assignments.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty), and range of variety, and must be performed by the incumbent at least 25% of the time. The supervisor is responsible for the supervision, administrative management, and direction of assigned PSAS staff. The supervisor is delegated full administrative and professional responsibility for planning and directing the staff activities for the section or equivalent work unit. Program areas of responsibility include, but are not limited to, procurement; PSAS clinical services, customer service/reception, inventory management associated with medical, rehabilitative, and durable medical equipment devices, home durable medical equipment deliver/set-up/installation. visual or hearing devices, assistive technology, orthotics/prosthetics, PSAS contract

PART II

APPENDIX G34

development, management and oversight of contract programs, such as home oxygen, durable medical equipment, orthotics/prosthetics, and eyeglasses, and benefit programs, such as home and structural alterations, automobile adaptive equipment, clothing allowance. They serve as contract officer representative for PSAS contracts and chair facility committees and administer benefit programs. The Supervisor provides education and training to Veterans, caregivers, VA clinical teams and PSAS staff. The Supervisor assures compliance with accrediting agency and regulatory requirements; establishes and monitors performance and quality metrics; reviews and modifies work processes to achieve optimal efficiency and effectiveness; ensures customer satisfaction; and takes corrective actions as needed. He/She develops policies and procedures; manages document control; develops performance standards, position descriptions and functional statements; and is responsible for professional and administrative management of an assigned area to include budget execution. Approves and disapproves employee leave requests; monitors time and attendance; and ensures that all requests for hiring, promotions, awards and disciplinary actions are justified and carried out according to appropriate VA Human Resources policies and procedures. The supervisor maintains interdepartmental relations with other services to accomplish medical center goals.

f. GS-12 Prosthetic Representative (Assistant Chief)

- (1) **Experience.** At least one year of experience equivalent to the GS-11 grade level.
- (2) **Demonstrated Knowledge, Skills, and Abilities.** In addition to the experience above, the candidate must demonstrate all of the following KSAs:
 - (a) Ability to perform the full range of supervisory duties, including responsibility for assignment of work to be performed; assessment of competencies; evaluation of performance; selection of staff; and recommendation of awards, advancements, and disciplinary actions.
 - (b) Ability to analyze data and make recommendations to optimize quality, efficiency, performance, and productivity within the service.
 - (c) Ability to manage a health care program that provides home medical equipment, rehabilitation services, home oxygen, visual or hearing impairment devices, assistive technology, orthotics, or prosthetics.
 - (d) Knowledge of compliance and regulatory accrediting organizations.
 - (e) Ability to manage, interpret, and present fiscal data (i.e. fund controls, contracts and equipment expenditures), forecast resource and equipment needs, and administer an allocated budget.
- (3) **Assignments.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty), and range of variety, and be performed by the incumbent at least 25% of the time. Assistant Chief positions are normally located at larger facilities that provide specialty services to smaller facilities and report to a PSAS Service Chief. Assignment as an Assistant Chief is restricted to those serving as a full

Assistant to the Chief. Assistant Chiefs share with the Chief full responsibility for managing and supervising all phases of prosthetic operations. This person functions as the Chief of the service in the Chief's absence. They develop and maintain a system of internal reviews that ensure service programs operate in compliance with regulatory and accrediting organizations. They contribute to the effective utilization of resources, budgetary allocation and fiscal management. He/She makes selections; assigns personnel; and provides direction to subordinate staff. They manage the training and evaluation of staff and develop local organizational policies and procedures. Serves as liaison between Prosthetic Service and other departments. Typically, there are no subordinate supervisory prosthetic representatives at the facility level.

g. GS-12 Prosthetic Representative (Service Chief)

- (1) **Experience.** At least one year of experience equivalent to the GS-11 grade level.
- (2) **Demonstrated Knowledge, Skills, and Abilities.** In addition to the experience above, the candidate must demonstrate all of the following KSAs:
 - (a) Knowledge of legal, ethical, and professional standards applicable to providing home medical equipment, rehabilitation services, home oxygen, visual or hearing impairment devices, assistive technology, or orthotics/prosthetics services.
 - (b) Ability to manage, interpret, and present fiscal data (i.e. fund controls, contracts and equipment expenditures), forecast resource and equipment needs and administer an allocated budget.
 - (c) Ability to manage a health care program that provides home medical equipment, rehabilitation services, home oxygen, visual or hearing impairment devices, assistive technology, orthotics, or prosthetics.
 - (d) Ability to perform the full range of supervisory duties, including responsibility for assignment of work to be performed; assessment of competencies; evaluation of performance; selection of staff; and recommendation of awards, advancements, and disciplinary actions.
- (3) **Assignments.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty), and range of variety, and be performed by the incumbent at least 25% of the time. At this level, the Service Chief has full responsibility for managing and supervising all aspects of prosthetic operations and is the highest level professional position, at the facility, with responsibility for the professional practice of facility prosthetic and sensory aid service staff. Assignments may include managing programs at more than one facility. The Service Chief has full management and supervisory responsibility for program management, education, human resource management and supervision, and organizational stewardship for the prosthetic program. They are responsible for all supervisory functions including recruitment and hiring. He/She approves and disapproves employee leave requests; monitors time and attendance; and ensures that all requests for hiring, promotions, awards and disciplinary actions are justified and carried out

PART II

APPENDIX G34

according to appropriate VA Human Resources policies and procedures. Typically, there are no subordinate supervisory prosthetic representatives at the facility level.

h. GS-13 Prosthetic Representative (Service Chief)

- (1) **Experience.** At least one year of experience equivalent to the GS-12 grade level.
- (2) **Demonstrated Knowledge, Skills, and Abilities.** In addition to the experience above, the candidate must demonstrate all of the following KSAs:
 - (a) Knowledge of directives, handbooks, clinical practice guidelines, and regulations that apply to Prosthetic and Sensory Aids Service to resolve complex, controversial, or precedent-setting matters.
 - (b) Ability to manage specialty prosthetic services. This includes the ability to provide specialty services based on the unique needs of the patient.
 - (c) Skill and ability to effectively advise senior management officials.
 - (d) Ability to manage a health care program that provides home medical equipment, rehabilitation services, home oxygen, visual or hearing impairment devices, assistive technology, orthotics, or prosthetics.
 - (e) Ability to supervise/manage through subordinate supervisors the activities of prosthetic representatives that have diverse functions.
 - (f) Ability to establish and monitor productivity standards and production and performance priorities.
- (3) **Assignments.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty), and range of variety, and be performed by the incumbent at least 25% of the time. Service chiefs have full responsibility for managing and supervising all phases of Prosthetic and Sensory Aids Service operations. This is the highest level professional position, at the facility, with responsibility for the professional practice of all facility PSAS staff. Individuals at the GS-13 level are typically assigned as Chiefs at a complex facility that provide multiple specialty services such as those described in paragraph 2.g and may manage more than one facility through subordinate supervisors. The chief has full management and supervisory responsibility for the PSAS program. Service Chiefs plan, develop, organize, direct, manage, control, implement and evaluate programs for the Service. They have overall responsibility to ensure proper coordination between care delivered by PSAS and the overall delivery of healthcare within the facility. They are responsible for all supervisory functions, including recruitment and hiring, administering employee leave requests and ensuring all requests for hiring, promotions, awards and disciplinary actions are justified and carried out according to appropriate VA Human Resources policies and procedures. The Chief is a member of the senior leadership team providing advice for integrated care programs for a diverse Veteran population with multiple diagnoses, and other needs. The Chief is involved in management planning to achieve medical center, VISN, and national goals.

i. GS-13 Deputy VISN Prosthetic Representative

- (1) **Experience.** At least one year of experience equivalent to the GS-12 grade level.
- (2) **Demonstrated Knowledge, Skills, and Abilities.** In addition to the experience above, the candidate must demonstrate all of the following KSAs:
 - (a) Ability to build and maintain partnerships with top management and stakeholders.
 - (b) Skill in persuading others and gaining cooperation to accomplish goals.
 - (c) Ability to effectively communicate orally and in writing regarding complex clinical and technical issues.
 - (d) Knowledge of directives, handbooks, clinical practice guidelines, and regulations that apply to Prosthetic and Sensory Aids Service to develop and implement operational programs.
 - (e) Ability to conduct regional reviews of Prosthetic and Sensory Aids Service.
- (3) **Assignment.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty), and range of variety, and be performed by the incumbent at least 25% of the time. Deputy VISN Prosthetic Representatives are program managers responsible for assisting in the administration and management of Prosthetic and Sensory Aids Service for an entire network. Assignment may be a collateral duty or a separate position within the VISN. The Deputy assists in providing VISN-level oversight to facility Prosthetic Programs to achieve mission goals by utilizing available resources, adjusting workloads, developing/implementing/monitoring performance measures, and ensuring accountability. They assist Prosthetic Representatives in all aspects of PSAS operation within a network. The Deputy assists with the development of policies and standard operating procedures. They assist with communications and reports for VACO, VISN, and facility Leadership. The Deputy provides advice for new and renovated space for Prosthetic and Sensory Aids Services. Assignments include VISN oversight of quality and performance metrics, staffing and workload distribution, recruitment, staff training requirements, contract development, and compliance with accreditation bodies such as the American Board for Certification in Prosthetics, Orthotics, and Pedorthics (ABC) and Joint Commission; and stakeholder satisfaction. Analyzes results across facilities in the VISN and recommends changes to procedures to enhance services and correct deficiencies. Assists in the coordination of VISN level review and monitoring of high profile benefit programs which include clothing allowance, home oxygen, automobile adaptive equipment, and home and structural alterations to assure all program activities are carried out in accordance with eligibility requirements and VHA regulations. He/She assists in developing VISN level proposals, business, and action plans. Assists the VISN Prosthetic Representative with interaction with Veteran Service Organizations; responds to Congressional inquiries; cooperates with General Accounting Office, Office of the Inspector General, ABC, and Joint Commission audits, and collaborates with other Federal agencies or organizations outside the Federal health care system. He/She reports to the VISN Prosthetic Representative and has

PART II

APPENDIX G34

interactions with VACO, VISN, and facility level Leadership in the execution of responsibilities. Each VISN may only establish one VISN Deputy Prosthetic Representative position.

j. GS-14 Veteran Integrated Service Network Prosthetic Representative

- (1) **Experience.** At least one year of experience equivalent to the GS-13 grade level.
- (2) **Demonstrated Knowledge, Skills, and Abilities.** In addition to the experience above, the candidate must demonstrate all of the following KSAs:
 - (a) Ability to build and maintain partnerships with VISN, facility, and VACO Leadership and Veteran Service Organizations.
 - (b) Skill in persuading others and gaining cooperation to accomplish goals.
 - (c) Ability to effectively communicate orally and in writing regarding complex clinical and technical issues.
 - (d) Knowledge of directives, handbooks, clinical practice guidelines, and regulations that apply to Prosthetic and Sensory Aids Service to develop and implement operational programs.
 - (e) Ability to conduct regional level reviews of Prosthetic and Sensory Aids Service.
- (3) **Assignment.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty), and range of variety, and be performed by the incumbent at least 25% of the time. Veteran Integrated Service Network Prosthetic Representatives (VPRs) are supervisory or non-supervisory program managers responsible for the administration and management of Prosthetic and Sensory Aids Service for an entire network comprised of varying complexity level facilities. They serve as an advisor to the VA Central Office for development of PSAS policies. VPRs manage and provide VISN-level oversight to facility PSAS Programs to achieve mission goals by standardizing policies, standard operating procedures, and best practices utilizing available resources; adjust workloads; develop/implement/monitor quality and performance measures; and ensure accountability. He/She serves as the VISN lead on all aspects of PSAS operations within a network, such as development of policies and standard operating procedures, communications and reports for VACO, VISN, and facility Leadership. Additionally, the VPR provide guidance on developing new and renovated space for PSAS, quality and performance metrics, staffing and workload distribution, recruitment, staff training requirements, contract development, and ensuring compliance with accreditation bodies such as the ABC and Joint Commission; and stakeholder satisfaction. They analyze results across facilities in the VISN and recommend changes to procedures to enhance services and correct deficiencies. They coordinate VISN level review and monitoring of specialty programs that include clothing allowance, home oxygen, automobile adaptive equipment, home and structural alterations to assure all program activities are carried out in accordance with eligibility requirements and VHA regulations. They develop VISN level proposals, business, and action plans. VPRs

serve as lead for PSAS interactions with Veteran Service Organizations; respond to Congressional inquiries; cooperate with General Accounting Office, Office of the Inspector General, ABC, and Joint Commission audits; and collaborate with other Federal agencies or organizations outside the Federal health care system. They report to VISN Leadership and have interactions with VA Central Office, VISN, and facility level Leadership in the execution of responsibilities. Each VISN may establish only one VISN Prosthetic Representative position.

k. GS-14 Prosthetic Representative National Program Manager

- (1) **Experience.** At least one year of experience equivalent to the GS-13 grade level.
- (2) **Demonstrated Knowledge, Skills, and Abilities.** In addition to the experience above, the candidate must demonstrate all of the following KSAs:
 - (a) Ability to work effectively with key VA Central Office stakeholders including Veteran Service Organizations and VISN stakeholders such as VISN Prosthetic Representatives.
 - (b) Ability to effectively communicate orally and in writing regarding complex clinical and technical issues.
 - (c) Skill in persuading others and gaining cooperation to accomplish goals.
 - (d) Knowledge of directives, handbooks, clinical practice guidelines, and regulations that apply to Prosthetic and Sensory Aids Service.
- (3) **Assignment.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty), and range of variety, and be performed by the incumbent at least 25% of the time. Employees at this level serve as a National Program Manager responsible for multiple programs at the national level and interact with other government agencies and standards organizations. Develop national level proposals and business and action plans.

5. DEVIATIONS.

- a. The approving official may, under unusual circumstances, approve reasonable deviations to the grade determination requirements for an employee whose composite record of accomplishments, performance, and qualifications, as well as current assignment, warrants such action based on demonstrated competence to meet the requirements of the proposed grade.
- b. The placement of individuals in grade levels or assignments not described in this standard must be approved by the Under Secretary for Health or designee in the VHA Central Office prior to placement in the position.

Authority: 38 U.S.C. §§ 7402, 7403.]