

Vacancy Announcement

Announcement #	438-09063	Position	Patient Services Assistant (OA)		
PayPlan	GS	Series	0303		
TargetGrade	5	Target PD	04028	Pay Range	30,772 - 40,005
Dev Grade	4	Dev PD	44028	Dev Pay Range	27,504 - 35,753
1st Dev Grade		1st Dev PD		1st Dev Pay Range	
Opens	01/12/09	Closes	01/26/09	Openings	1
Tour of Duty, etc	Monday-Friday, 8:00 a.m.-4:30 p.m.				
Special Comments					
Service	Surgical Specialty Care SL				
Section	Sioux Falls VAMC				
Area/Consideration	VA employees, Veteran eligibles, Status applicants				
Duty Site	Sioux Falls, SD				
Major Duties	<p>Incumbent works under the general direction of the Lead clerk in the Specialty Care Clinic checking patients in and out of specialty clinics as well as answering incoming telephone inquiries. Incumbent serves as an active member of the Specialty Care team involved with screening, scheduling patient appointments for the various Specialty Clinics, advising and assisting individuals who come to this medical center seeking medical treatment and closing out encounters as needed. Incumbent also advises persons on medical benefits and routine non-medical benefits as well as managing telephone triage briefly questioning veterans regarding medical problems. Incumbent must possess organizational skills and quality communication skills to be able to work effectively with staff and patients making initial determination regarding veteran's legal entitlement to medical care utilizing appropriate laws, policies, guidelines and regulations. Incumbent is required to have effective telephone skills, as there are multiple interactions with patients and other staff via the telephone. Incumbent also maintains contact with medical and clerical units to resolve problem areas in providing medical treatment. Incumbent may also participate in orientation of assigned physicians on administrative matters regarding patient care and provides on-the-job training for new employees. Incumbent reviews patient record ensuring their Means Test is updated; insurance information is correct; schedules appointments and coordinates requests for tests. Incumbent has regular access to printed and electronic files containing sensitive data, which must be protected under the provisions of the Privacy Act and other applicable laws, regulations and statues. Incumbent follows all required guidelines for scheduling requirements. Incumbent's contacts are with medical center administrative and professional staff, patients, families and friends of the veterans, attorneys, Congressional liaison personnel, service officers, community agencies, other VA medical centers and clinics, private physicians, other federal agencies and state or county officials. The physical demands of the position require frequent sitting, walking, bending, and carrying records and/or supplies and approximately six hours of using a video display screen daily. Incumbent must be able to function in a high stress area and maintain self control and poise. All applicable safety precautions are utilized as incumbent works in a clinical setting with possible exposure to communicable diseases and possible verbal abuse from upset patients.</p>				
Time In Grade	GS-5: One year of qualifying experience at the next lower grade.				

Qualifications

PROFICIENCY REQUIREMENT: Must provide documentation of ability to type 40 words per minute.

GS-4: Applicants must possess one (1) year of general experience OR two years of education above the high school level.

GS-5: Applicants must possess one (1) year of specialized experience equivalent to the GS-4 level to qualify for the GS-5 level.

General Experience: Progressively responsible clerical, office or other work that indicates the ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled. Such experience may have been gained in positions as file clerk, receptionist, etc.

Specialized Experience: Experience which is directly related to the position to be filled and which has equipped the candidate with the particular knowledge, skills and abilities to successfully perform the duties of the position. Such experience may have been gained in such positions as program support clerk, clerk-typist, claims clerk or medical clerk.

Rating Factors

KSAO #1: Knowledge and ability to operate the Veterans Health Administration Information Systems Technology Architecture (VISTA) or other system of medical records storage to extract pertinent information from medical and administrative records.

KSAO #2: Ability to assess veterans' eligibility for available benefits.

KSAO #3: Ability to make general health assessment to recognize emergency situations.

KSAO #4: Ability to communicate courteously, clearly and concisely both orally and/or in writing with people from a variety of backgrounds. This includes dealing effectively with people on a one-to-one basis.

KSAO #5: Ability to organize office procedures to ensure proper workflow including maintaining schedules and controlling reporting systems.

Application Process

CURRENT MEDICAL CENTER EMPLOYEES: Application requests will be accepted in Human Resources Management Service through 01/26/2009.

Applicants must address the rating factors listed in this vacancy announcement. These should be addressed in a narrative format, with examples and work experience directly related to the job element statement. These responses may be submitted on either VA Form 5-4676a or on normal bond paper and attached to the application. Failure to complete the job elements may preclude the applicant from further consideration.

EXTERNAL APPLICANTS: Applicants must submit an application package consisting of:

- OF 612, "Optional Application for Federal Employment" and/or resume

- Applicants must address the rating factors/KSAOs indicating their knowledge, skill, ability, and other characteristics on VA Form 5-4676a and are responsible for assuring completion and submission to Human Resources Management Service (05) by 01/26/2009.

- OF 306, "Declaration for Federal Employment"

- If a veteran: Veterans Preference eligible's, including VRA 30% disabled, must submit a copy of ALL DD-214's and a SF-15 (if 10 point preference is claimed) with current (dated within the last 12 months) proof of a service-connected

disability.

•References: Provide name, address, phone and relationship for three to four references

The application package to be received no later than 01/26/2009. Mail application packages to: VA Medical Center, Human Resources Office (05), 2501 West 22nd Street, Sioux Falls, SD 57105. For additional information contact Nathan Anderson (605) 336-3230 ext.6432 or Nathan.anderson@va.gov.

NOTE: Upon initial appointment to a supervisory position, a one year supervisory probationary period must be served. An employee who for reasons of supervisory performance does not satisfactorily complete the probationary period is entitled to be assigned to a position of no lower grade and pay than the employee left to accept the supervisory position.

EQUAL EMPLOYMENT: Applicants will receive consideration without regard to race, color, sex, religion, partisan political affiliation, national origin, age, physical or mental handicap. This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and/or hiring process, please notify the agency. A decision for granting reasonable accommodation will be on a case-by-case basis.

SECURITY: Appointments in the Federal Government are subject to a criminal background investigation.

CONDITION OF EMPLOYMENT: Direct Deposit/Electronic Funds Transfer (DD/EFT) has been established for new civilian employees and employees competitively selected for promotions and reassignments. Employees meeting this definition must enroll in DD/EFT or request a waiver of enrollment. Information will be provided when the job offer is made and during in processing.