

# MEDICAL SUPPORT ASSISTANT

**ANNOUNCEMENT NUMBER:** PXIHS-04-154

**OPENING DATE:** 10-12-04

**CLOSING DATE:** 10-25-04

**DUTY LOCATION:** San Carlos Service Unit, PHS Indian Hospital, Nursing Department, San Carlos, AZ

**SERIES/GRADE/SALARY:** GS-679-4, \$23,863 per annum

**CONDITIONS OF EMPLOYMENT:** Temporary Full-Time, NTE 13 months

**AREA OF CONSIDERATION:** IHS Wide

**PROMOTION POTENTIAL:** None

**HOUSING:** Private housing only

**TRAVEL EXPENSES:** None

**Condition of Employment:** Immunization Requirement: If selectee was born after 12-31-56, he/she must provide proof of immunity to or evidence of adequate immunization against Rubella and Measles prior to entry on duty. The duty location may provide immunization or determine immunity or antibody through testing.

**This position is covered under the Child Care and Indian Child Care Worker Laws P.L. 101-647 and P.L. 101-630; therefore, all applicants must sign the required Addendum to Declaration for Federal Employers, Consideration for an offer of employment may be denied if there are affirmative responses on the Addendum to the Declaration for Federal Employment.**

**Brief Description of Duties:** Performs administrative support work in connection with medical care and treatment of patients. Uses the hospital's resource Patient and Management System (RPMS) computer program to process patient referrals, request patient records, enter lab and radiology requests and otherwise facilitate the processing of the patient through the system. Serves as receptionist for the Emergency Department receiving telephone calls, displaying courtesy and tact, appropriately refers calls when needed. Assists with transport of patients to other healthcare facilities by completing required paperwork, assuring physician paperwork is completed and in compliance with requirements, making copies, and otherwise assisting with the overall transfer process. Assumes responsibility for functions normally handled by other departments during normal business hours, including but not limited to obtaining the patient health record from Health Information Management (HIM), to create new charts, assists with Patient Business Office (PBO) by acquiring patient demographics, and facilitating the third party payer information. Assists with communication with the Emergency Medical System through radio and telephone and personal interaction as related to patient care. Performs other related duties as assigned.

**Qualification Requirements:** Your description of work experience, level of responsibility, and accomplishments will be used to determine that you meet these requirements. Applicants must meet the experience and/or education as follows:

| <u>Grade</u> | <u>General Experience</u> | <u>Specialized Experience</u> | OR | <u>Education</u>          |
|--------------|---------------------------|-------------------------------|----|---------------------------|
| GS-4         | 52 weeks                  | None                          |    | 2 years above high school |

**General Experience:** Progressively responsible clerical, office or other work which indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position.

**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. To be creditable, specialized experience must have been at least equivalent to the next lower grade level.

**Education:** Successful completion of education above the high school level in any field for which high school graduation or the equivalent is a prerequisite may be substituted for experience. This education may have been obtained in an accredited business, secretarial or technical school, junior college, college, or university.

**Supplemental Questionnaire  
On Knowledge, Skills, and Abilities**

Position Applied For: Medical Support Assistant, GS-679-4

Announcement Number: PXIHS-04-154 Closing Date: 10-25-04

**Evaluation Method:** Evaluation will be made of experience, performance appraisals, training, self-development, awards and outside activities, which are related to the position. To receive full credit for your qualification, provide a narrative statement of your background as it relates to the knowledge, skills and abilities (KSA's) outlined below and show the level of accomplishments and degree of responsibility. This supplement will be the principal basis for determining whether or not you are best qualified for the position. Describe your qualifications in each of the following:

**Ranking KSA's:**

1. Knowledge of medical terminology, technical and specialized terms.
  
  
  
  
  
  
  
  
  
  
2. Knowledge of the use of a personal computer, select software, RPMS, and Microsoft Outlook E-mail Programs.
  
  
  
  
  
  
  
  
  
  
3. Knowledge of basic patient health record structure to assemble a patient chart and to request patient records. Knowledge of securing the health record.
  
  
  
  
  
  
  
  
  
  
4. Knowledge of the Privacy Act of 1974

The information you provide is considered to be a part of your application and as such certified by your signature on the OF-612 or equivalent.

Signature:

Date:

**HOW TO APPLY:** Interested applicants must submit one of the following: (1) OF-612 (Optional Application for Federal Employment), (2) Resume or (3) any other format; Plus Transcript of college courses, a copy of your most recent performance appraisal (and any other necessary documentation pertinent to the position being filled) to the Phoenix Area Indian Health Service, Office of Human Resources, Two Renaissance Square, 40 North Central Avenue, Suite 510, Phoenix, Arizona 85004-4424, by the close of business on the closing date. Once an application is received, we will not honor requests for copies. **TELEFAXED COPIES WILL NOT BE ACCEPTED.** For information regarding this Vacancy Announcement contact the Office of Human Resources at (602) 364-5219.

**INFORMATION REQUIRED FOR RESUMES AND OTHER APPLICATION FORMATS.**

Resumes or other application formats must contain all of the information listed below in sufficient detail to enable the Personnel Office to make a determination that you have the required qualifications for this position. **Specifically, the information provided under #8 (high School), #9 (College and Universities) and #10 (Work Experience) will be used to evaluate your qualifications for this position. Failure to include any of the information listed below may result in loss of consideration for this position.**

**ADDITIONAL INFORMATION WILL NOT BE SOLICITED BY THIS OFFICE.**

1. Announcement Number, Title and Grade of the job for which you are applying.
2. Full Name, Mailing Address (with Zip Code), day and evening phone numbers (with Area Codes).
3. Social Security Number
4. Country of Citizenship.
5. Veterans Preference (attach DD-214). If you are claiming 10-point Veteran Preference (disabled, widow, wife, or mother of a totally disabled veteran), also submit a Standard Form 15 (Claim for 10-point Veteran Preference) with the required documentary proof (VA Certification).
6. Reinstatement Eligibility (attach SF-50-B)
7. Highest Federal Civilian Grade held.
8. High School: Name, City, State (Zip Code, if known) and date of Diploma or GED.
9. College and University: Name, City, State (Zip Code, if known), Majors, Type and Year of any Degree received (if no Degree who total semester or quarter hours earned). **Attach transcript.**
10. **Work Experience** (paid and non-paid): Job title, duties and accomplishments, Employer's name and address, Supervisor's name and phone number, starting and ending dates (month and year), hours worked per week, and salary.
11. Indicate if we may contact your current supervisor.
12. Job-related training courses, skills, certificates, registrations and licenses (current only), honors, awards, special accomplishments.
13. Bureau of Indian Affairs (BIA) Form 4432. Verification of Indian Preference signed by the appropriate BIA Official, or equivalent form issued by a Tribe authorized by P.L. 93-638 contract to perform the certification function on behalf of the BIA. Failure to do so will result in loss of due consideration as an Indian Preference applicant. For Phoenix Area employees, written notification on the front of the application that your Indian Preference is a matter of record in your Official Personnel Folder (OPF) is acceptable for applicants claiming Indian Preference.
14. Performance Appraisal, if available, must be the most recent appraisal.
15. Supplemental Questionnaire on Knowledge, Skills, and Abilities. It is important that you describe your qualifications in detail in order to receive proper evaluation in the ranking process.
16. If required, Application Questionnaire for Child Care Positions with original signature and date. If submitted without original signature and date, the application is incomplete and will not be considered.

**NOTE:** Persons who submit incomplete applications will be given credit only for the information they provide and may not, therefore, receive full credit for their Veteran Preference determination, Indian Preference, education, training and/or experience.

All material submitted for consideration under this announcement becomes the property of the Personnel Office and is subject to verification. Therefore, careful attention should be given to the information provided. Fraudulent statements or any form of misrepresentation in the application process could result in the loss of consideration for this position and/or a determination of unsuitability for Federal employment.

**Your description of work experience, level of responsibility, and accomplishments will be used to determine that you meet these requirements.**

**Time-In-Grade:** Merit promotion candidates must have completed 52 weeks of service in positions no more that one grade lower that the position to be filled. (If selected under the Excepted Service Examining Plan, such individuals may be appointed under Schedule A authority without regard to time-in-grad requirements.)

**Selective Service Certification:** If you are male born after December 31, 1959, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System.

**Legal and Regulatory Requirements:** Candidates must meet time after competitive appointment, time-in-grade restrictions, and qualification requirements by the closing date of the vacancy announcement.

**Indian Preference:** Applicants or current Federal service employees claiming Indian Preference must indicate on their application if they wish to be considered under the Indian Health Service Merit Promotion Plan, Excepted Service Examining Plan, or BOTH. If not, they will be considered under the HIS Merit Promotion Plan only.

**Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). In other that the above, the Indian Health Service is a Equal Opportunity Employer.**

**Equal Employment Opportunity:** The Phoenix Area Indian Health Service is committed to providing Equal Employment Opportunity without regard to race, color, sex, age, national origin, religion, physical handicap or sexual orientation.

Reasonable accommodation will be given to qualified disabled applicants pursuant to Section 501 of the Rehabilitation Act of 1973, 29 U.S. Code 791, Title 29.

Veterans who are preference eligible or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply.

Disabled Veterans, especially those who are 30% or more disabled, will be considered and are encouraged to apply.

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.

**Instructions for PHS Commissioned Corps Candidates:** Active duty applicants must submit a copy of current billet description, resume, or curriculum vitae. If not on active duty but have applied for the Commissioned Corps, submit the same information as above (except billet description).

**NOTE: Commissioned Corps applicants claiming Indian preference** will be evaluated by the Area Personnel Office against the applicable Preston Standard or the Civil Service, if no Preston Standard exists. These applicants must describe the experience gained in their two most recent positions and provide the dates they occupied those positions. In addition, Commissioned Corps Indian Preference applicants must also provide information regarding education, including degrees obtained and schools attended, and they must include home/work telephone numbers if this information is not contained in the resume. When required by the Vacancy Announcement, these applicants must submit specific information related to any knowledge, skills, and abilities which are being used as selective factors. Commissioned Corps Indian Preference applicants must submit Form BIA 4432 as proof of Indian Preference.

Additional selection may be made from this announcement within 90 days from the date of the certificate, provided the vacancy position is an identical position, same geographical location and same conditions of employment.

**INFORMATION FOR DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) OR DISPLACED EMPLOYEES REQUESTING SPECIAL PRIORITY CONSIDERATION.**

If you are currently a DHHS employee who has received a Reduction in Force (RIF) separation notice or a Certificate of Expected Separation, you may be entitled to special priority selection under the DHHS Career Transition Assistance Program (CTAP). To receive the priority consideration, you must:

1. Be a current (DHHS) career or career-conditional (tenure group I or II) competitive service employee who has received a RIF separation notice or a Certificate of expected Separation (CES) and, the date of the RIF separation has not passed and you are still on the rolls of DHHS. You must submit a copy of the RIF separation notice or CES along with your application.
2. Be applying for the position that is at or below the grade level of the position from which you are being separated. The position must not have a greater promotion potential than the position from which you are being separated. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
4. Be currently employed by DHHS in the same commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.)
6. Meet the basic qualifications for the position, any documented selective factor, physical requirements with any reasonable accommodation and is able to satisfactorily perform the duties of the position with undue interruption.

**INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION UNDER THE INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP).**

If you are a displaced federal employee you may be entitled to receive special priority selection under the ICTAP. To receive this priority consideration, you must:

1. Be a displaced federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from OPM or your agency documenting your priority consideration status with your applicant package. The following categories of candidates are considered displaced employees.
    - A. Current or former career or career-conditional (tenure group I or II) competitive service employee who:
      1. Received a specific RIF separation notice, or
      2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place, or
      3. Retired with a disability and whose disability annuity has been or is being terminated, or
      4. Upon receipt of a RIF separation notice, retired on the effective date of the RIF and submits a Standard SF 50 that indicates 'Retirement in lieu of RIF', or
      5. Retired under the discontinued service retirement option, or
      6. Was separated because he/she declined a transfer of function or directed reassignment to another commuting area.
- OR
- B. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under Section 8337(h) or 8456 of Title 5, United States Code.
2. Be applying for a position at or below the grade level of the position from which you have been separated. The position must not have a greater promotion potential than the position from which you were separated.
  3. Have current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).
  4. Occupy or be displaced from position in the same local commuting area of the position for which you are requesting priority consideration.
  5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
  6. Be rated well qualified for the position including documented selective factors, quality ranking factors, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

**Addendum to Declaration for Federal Employment (OF 306)**  
**Indian Health Service**  
**Child Care & Indian Child Care Worker Positions**

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**Item 15a. Agency Specific Questions**

Name: \_\_\_\_\_ Social Security Number: \_\_\_\_\_  
(Please print)

Job Title of Announcement: \_\_\_\_\_ Announcement Number: \_\_\_\_\_

Section 231 of the Crime Control Act of 1990, Public Law 101-647, requires that employment applications for Federal Child care positions contain a question asking whether the individual has ever been arrested for or charged with a crime involving a child and for the disposition of the arrest or charge.

Section 408 of the Miscellaneous Indian Legislation, Public Law 101-630, requires a criminal record check for positions in the Department of Health and Human Services that involve regular contact with or control over Indian Children. The agency must ensure that persons hired for these positions have not been found guilty of or pleaded nolo contendere to violent crimes.

To assure compliance with the above laws, the following questions are added to the Declaration for Federal Employment.

- 1) Have you ever been arrested for or charged with a crime involving a child? YES \_\_\_\_\_ NO \_\_\_\_\_  
[If YES, provide date, explanation of the violation, disposition of the arrest or charge, place of occurrence, and the name and address of the police department or current court involved.]
  
- 2) Have you ever been found guilty of, or entered in a plea of nolo contendere (no contest) or guilty to, any felonious or misdemeanor offense under Federal, State, or Tribal law involving crimes of violence, sexual assault, molestation, contact or prostitution, or crimes against persons? YES \_\_\_\_\_ NO \_\_\_\_\_  
[If YES, provide date, explanation of the violence, description of the arrest or charge, place of occurrence, and the name and address of the police department or court involved.]

**I certify that (1) my response to these questions is made under penalty of perjury, which is punishable by fines of up to \$2,000 or 5 years imprisonment, or both; and (2) I have received notice that a criminal check will be conducted. I understand my right to obtain a copy of any criminal history report made available to the Indian Health Service and my right to challenge the accuracy and completeness of any information contained in the report.**

\_\_\_\_\_  
**Applicant's Signature: (Sign in ink)**

\_\_\_\_\_  
**Date**

Public Burden Statement: In accordance with Paperwork Reduction Act (5 CFR 1320.8 (b) (3), a Federal agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Respondents must be informed (on the reporting instrument, in instruction, or in a cover letter) the reasons for which the information will be collected; the way the information will be used to further the proper performance of the functions of the agency; whether responses to the collection of the information are voluntary, required to obtain a benefit (citing authority), or mandatory (citing authority); and the nature and extent of confidentiality to be provided, if any (citing authority). Public burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the necessary data, and completing and reviewing the collection information to the IHS PRA Information Collection Clearance Staff, 12300 Twinbrook Parkway, Suite 450, Rockville, MD 20852. **Please do not send completed data collection instruments to this address.**