

QUALITY MANAGEMENT SPECIALIST

ANNOUNCEMENT NO: CRSU-05-23

OPENING DATE: 10-12-04
CLOSING DATE: 11-01-04

LOCATION/DUTY STATION: Colorado River Service Unit, PHS Indian Health Center, Parker, AZ

SERIES/GRADE/SALARY: GS-601-09, \$40,454 per annum
GS-601-11, \$48,947 per annum

TYPE/NUMBER OF POSITIONS: (1) Permanent Full-time
AREA OF CONSIDERATION: Indian Health Service Wide
SUPERVISORY/MANAGEMENT: None
PROMOTION POTENTIAL: 11
HOUSING: Private housing only
TRAVEL EXPENSES: Travel may be paid in accordance with Federal Travel Regulations

Condition of Employment: Immunization Requirement: If the 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 to determine immunity or antibody through testing.

If this position is covered under the Child Care and Indian Child Worker Laws, P.L. 101-647 and P.L. 101-630, all applicants must sign the required "Addendum to Declaration for Federal Employment". 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: This position serves as the Assistant Quality Manager of the Colorado River Service Unit which includes an 18 bed hospital/ambulatory clinic in Parker Arizona and three off site hospital sponsored ambulatory clinics located in Peach Springs Arizona, Supai Arizona and Chemehuevi California. The incumbent is responsible for providing support services to the Colorado River Service Unit Quality Management Office. Under the guidance of the Quality Management Officer assists in program planning, coordination and integration of service unit wide performance improvement activities. On a continuing basis, assists in the monitoring of existing systems/processes, collection of review data, assisting the Quality Management Officer in converting data into statistical information i.e. charts, graph, spreadsheets, run charts etc., forwarding this information to the appropriate Department Head/Supervisor/Committee. Under direction of the Quality Management Officer provides assistance to individuals, departments and/or services in the assessment of services or quality improvement activities. These responsibilities involve working with pertinent personnel to establish criteria and standards for highest achievable quality of health services. The criteria and standards are based on, but not limited to Joint Commission Standard guidelines, Indian Health Service and other Federal policies or guidelines.

BASIC QUALIFICATION REQUIREMENTS:

Degree: major study in an academic field related to the health sciences or allied sciences appropriate to the work of the position.

In addition to meeting the basic entry qualification requirements, applicants must have 52 week of specialized experience and/or directly related education in the amounts shown in the table below.

<u>Grade</u>	<u>Specialized Experience</u>	<u>OR</u>	<u>Education</u>
GS-9	52 weeks equivalent to GS-7		Master's or equivalent graduate degree OR 2 full years of progressively higher level graduate education
GS-11	52 weeks equivalent to GS-9		Three full years of progressively higher level Graduate education or equivalent doctoral degree

SUPPLEMENTAL QUESTIONNAIRE On Knowledge, Skills and Abilities

Evaluation Method: Evaluation will be made of experience, performance appraisals, training, letters of commendation, 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 organizational mission, programs and requirements of health care delivery systems in order to assist in the coordination of Performance Improvement activities.

2. Knowledge of quality management/assurance and control methods, practices and techniques of a health care science (e.g., nursing, medical terminology, radiology, pharmacy, etc.)

3. Knowledge of and ability to interpret health care accreditation standards, e.g., JCAHO, Medical College of American Pathologies, etc.) and the ability to apply these standards in various clinical settings.

4. Ability to communicate successfully, both orally and in writing.

The information you provide is considered to be a part of your application and as such is 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, postmark 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 than one grade lower than 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-grade 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 than the above, the Indian Health Service is an 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.

