



DEPARTMENT OF HEALTH AND HUMAN SERVICES

NAVAJO AREA INDIAN HEALTH SERVICE



We will not accept faxed or emailed applications.

Applications mailed using government postage or through an internal government mail system will not be considered.

VACANCY ANNOUNCEMENT

SR-08-121

OPENING DATE

September 29, 2008

CLOSING DATE

October 10, 2008

POSITION

Medical Support Assistant (OA)

LOCATION AND DUTY STATION

SHIPROCK SERVICE UNIT
Northern Navajo Medical Center
Division of Clinical Services - Medical Staff Management Office
Shiprock, New Mexico

GRADE/SALARY

GS-679-6 \$33,135 - \$43,076 per annum

NUMBER OF VACANCIES

One (1) Vacancy 7636-10

APPOINTMENT

[X] PERMANENT

WORK SCHEDULE

[X] FULL TIME

AREA OF CONSIDERATION

[X] NAVAJO AREA WIDE

PROMOTION POTENTIAL

[X] NO KNOWN POTENTIAL

SUPERVISORY/MANAGERIAL

[X] NO

HOUSING

[X] PRIVATE HOUSING ONLY

TRAVEL/MOVING EXPENSE

[X] NO EXPENSES PAID

DUTIES: Provide and perform receptionist, record keeping, appointment scheduling, contract and acquisitions services, timekeeping, orientation, credentialing assistance, assistance with database management of credentialing software, and other related clerical and administrative duties for the Medical/Dental Department to which the incumbent is assigned and to provide similar service to the other medical units when the need arises. Serve as the contact person to the department by providing appropriate information of units' scope of services, assist and match the needs to the services provided. Assist medical staff in completing summary records or medical supply forms, and coordinate the administrative paperwork and scheduling that arise. Maintain schedule of medical department specialty clinics, notify patient through phone calls or mail of appointment. Arrange for space and notifies participants of various meetings. Assist the Medical Staff Office coordinator in the procedural aspects of expediting work of the office. Compile statistical data for a variety of administrative reports, such as budget, office equipment, leave, overtime, workload, training and staffing level. Serve as Receiving Officer for invoices submitted by Contract providers. Coordinates meetings, conferences, lodging, and travel; prepare travel orders/vouchers. Oversee the orientation and departure process of all personnel respective to the department. Provide interpretative services for non-Navajo speaking medical staff members. Proficient in office automation functions such as but not limited to word processing software, electronic spreadsheets, database management, desktop publishing, graphics and email. Selects and uses various types of software to produce a wide range of documents, reports, tables, graphics and presentations. Transcribe information from handwritten notes, drafts, and voice recordings into an electronic format for a variety of technical and complex medical summaries, reports, protocols, minutes, and other similar textual documents. Serve as timekeeper for the Medical unit to which assigned. Prepare time cards, post hours of work and leave, and prepare leave/payroll error notices. Coordinate and assist the Credential Specialist to insure the medical privileges are in order prior to the beginning of medical provider's tour of duty. Assist in the credentialing process of all medical providers. Assist in maintaining an Access and Web-based database credentialing software program. Maintain items of the medical staff as directed by the supervisor as required by the Joint commission for Accreditation of Hospitals (JCAHO). Coordinate with other team members of the Medical Staff Office to ensure the daily operations of the Medical Unit to which assigned. Occasional or incidental use of a government vehicle may be required; incumbent is required to maintain a valid state driver's license as a condition of employment.

QUALIFICATION REQUIREMENTS: YOUR DESCRIPTION OF WORK EXPERIENCE, LEVEL OF RESPONSIBILITY, AND ACCOMPLISHMENTS WILL BE USED TO DETERMINE THAT YOU MEET THE FOLLOWING REQUIREMENTS:

BASIC QUALIFICATIONS:

GS-6: 1 year of specialized experience equivalent to at least GS-5.

THIS POSITION IS LOCATED IN A TOBACCO-FREE ENVIRONMENT



Specialized Experience: Experience that equipped the applicant with the particular knowledge, skills, and abilities (KSAs) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level. Examples of the type of experience, which will be credited, are: experience in providing Administrative Support duties which involved utilizing medical terminology, office automation, timekeeping, maintaining records and overall communication.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: Generally, not applicable at GS-6 and above.

TYPING PROFICIENCY REQUIREMENT: In addition to meeting experience or education requirements, applicants must provide evidence of typing proficiency of 40 wpm (words per minute) typing speed based on a 5-minute sample with three or fewer errors. Acceptable evidence is a certificate of proficiency from a school or other organization authorized to issue such certificates. Certificates must not be over three (3) years old. This agency does not accept self-certifications. For current or former (who left within three years) Navajo Area IHS employees, you may attach a copy of your latest SF-50 that indicates (Typing) or (Office Automation) next to your position title. For applicants from other Federal agencies, this agency (Navajo Area Indian Health Service) requires that you provide a certificate of typing proficiency; the SF-50 is not acceptable proof of proficiency.

CONDITIONS OF EMPLOYMENT: Immunization Requirement – all persons born after 12-31-56, must provide proof of immunity to Rubella and Measles. Serology testing to confirm immunity and/or immunizations will be provided free of charge. Special consideration may be allowed to individuals, who are allergic to a component of a vaccine, have a history of severe reaction to a vaccine, or who are currently pregnant. This applies to candidates for positions in any Service Unit or any Area Office position, which requires regular work at a Service Unit.

SELECTIVE PLACEMENT FACTOR: None.

OTHER SIGNIFICANT FACTORS: The incumbent of this position will be required to operate a government owned or leased motor vehicle in the performance of duties, a valid State Driver's license is required as a condition of employment.

TIME-IN-GRADE REQUIREMENTS: Candidates applying under the provisions of the Excepted Service Examining Plan may be appointed without regard to time-in-grade requirements. Candidates applying under the provisions of the Merit Promotion Plan must have completed at least 52 weeks of service at the GS-5 level to qualify at the GS-6 level.

LEGAL AND REGULATORY REQUIREMENTS: Candidates must meet time-after-competitive appointment, time-in-grade (if applicable), and qualification requirements by the closing date of the vacancy announcement.

••• NOTE ••• Refer to OPM Handbook Qualification Standards Operating Manual or the IHS Excepted Service Qualification Standards, Series 0679, for complete information. Substitution of education for experience will be made in accordance with those standards. For more complete information, contact your Servicing Human Resources Office.

WHO MAY APPLY: Merit Promotion Plan (MPP) Candidates. Applications will be accepted from status eligibles (e.g., reinstatement eligibles and current permanent employees in the Competitive federal service), and from current permanent IHS employees in the Excepted federal service who are entitled to Indian Preference.

Excepted Service Examining Plan (ESEP) Candidates: Applications will be accepted from individuals entitled to Indian Preference. Current permanent IHS Excepted service employees and Competitive service employees or Reinstatement eligibles entitled to Indian Preference may also apply under the provisions of the Indian Health Service Excepted Service Examining Plan. These candidates MUST indicate on their "Application for Federal Employment" whether their application is submitted under the IHS Excepted Service Examining Plan, the IHS Merit Promotion Plan, or both.

Applications will also be accepted from individuals eligible for non-competitive appointment (e.g., applicants eligible for appointment under the Veterans' Readjustment Act, the severely handicapped, or those with a 30% or more compensable service-connected disability).

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 consideration 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 Office of Personnel Management (OPM) or your agency documenting your priority consideration status with your application 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 employees 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 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 submit a Standard Form 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 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 a 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 a 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 by achieving a score of 80 on a rating scale of 70 to 100 for the position including documented selective factors, quality ranking factor, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

EVALUATION CRITERIA: Evaluation will be made of Experience, Performance Appraisals, Training, Letters of Commendation, Self-Development, Awards and Outside Activities, which are related to this position. To receive full credit for your qualifications, provide a narrative statement of training, awards, hobbies, self-developed achievements, and any other aspects of your background as they relate to the knowledge, skills, and abilities (KSAs) outlined below and show the level of accomplishment and degree of responsibility.

The KSAs in your narrative statement will be the principal basis for determining whether or not you are highly qualified for the position. Describe your qualifications in each of the following:

1. ABILITY TO COMMUNICATE EFFECTIVELY AND CLEARLY.
2. KNOWLEDGE OF VARIOUS COMPUTER SOFTWARE AND PROGRAMS.
3. ABILITY TO ORGANIZE AND MAINTAIN RECORDS, MANUALS, ETC.
4. ABILITY TO MAINTAIN SECURITY OF CONFIDENTIALITY.
5. ABILITY TO WORK UNDER PRESSURE.

HOW AND WHERE TO APPLY: All applicants must submit only ONE of the following to the Northern Navajo Medical Center, Branch of Human Resources, P. O. Box 160, Shiprock, New Mexico 87420-0160, by 4:30 p.m., on the closing date.

1. OF-612, Optional Application for Federal Employment; or
2. Resume; or
3. Any other written application format

Plus:

- BIA Form 4432, if applicable.
- OF-306, Declaration for Federal Employment.
- Addendum for Child Care & Indian Child Care Worker Positions Form.
- If you are a current or former federal employee with reinstatement eligibility, you must submit a copy of your last "Notification of Personnel Action" (SF-50) and if you are a current federal employee a copy of your most recent Performance Appraisal.
- Any other necessary documentation pertinent to the position.

Applicants claiming Indian Preference, must submit a copy of an official Bureau of Indian Affairs Indian Preference Certificate, Form 4432 (or equivalent form issued by a Tribe authorized by PL 93-638 contract to perform the certification function on behalf of the BIA), signed by the appropriate BIA Official, or appropriate BIA Form showing 50% or more blood quantum if applicant is not an enrolled member. Navajo Area Indian Health Service employees claiming Indian Preference need not submit the BIA Form 4432, but must state that such documentation is contained in their Official Personnel Folder.

VETERANS: 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.

"Declaration for Federal Employment" (OF-306), and Addendum for Child Care & Indian Child Care Worker Positions form must be completed and submitted with **original** signatures to determine your suitability for Federal employment, to authorize a background investigation and to certify the accuracy of all the information in your application. Responding "yes" to any of these questions can make you ineligible for employment in this position. If you make a false statement in any part of your application, you may not be hired, you may be fired after you begin work, or you may be fined or jailed.

For more information, contact: Gloria Redhorse-Charley, HR Specialist, at (505) 368-6095; Email: gloria.redhorse-charley@ihs.gov.

INFORMATION REQUIRED ON RESUMES AND OTHER APPLICATION FORMATS: Resumes or other application formats must contain all of the information listed below in sufficient detail to enable the Human Resources Office to make a determination that you have the required qualifications for the position. Specifically, the information provided under #7 (High School), #8 (Colleges and

Universities), and #9 (Work Experience) would be used to evaluate your qualification for this position. FAILURE TO INCLUDE ANY OF THE INFORMATION LISTED BELOW MAY RESULT IN LOSS OF CONSIDERATION FOR THIS POSITION.

1. Announcement Number, Title and Grade of the job for which you are applying;
2. Full Name, Mailing Address (with zip codes) and day and evening phone numbers (with Area Codes);
3. Social Security Number;
4. Country of Citizenship;
5. Veterans; Preference Certificate - DD-214, indicating Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligible;
6. High school - Name, City, State (zip code if known), and date of diploma or GED;
7. Colleges and Universities - Name, City, State (zip code if known), Majors, Type and Year of any Degrees received (if no degree show total semester or quarter hours earned);
8. 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 date (month/year), hours/week, and salary;
9. Indicate if we may contact your current supervisor;
10. Job-related training courses, skills, certificates, registrations and licenses (current only), honors, awards, special accomplishments;
11. Highest federal civilian grade held (give series and date held).

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 veterans' preference determination, Indian preference, education, training, and/or experience. THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION.

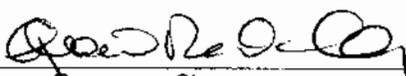
REASONABLE ACCOMMODATION: This agency provides accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

ADDITIONAL SELECTIONS: Additional or alternate selection may be made within 90 days of the date of the certificate issued if the position becomes vacant or to fill an identical additional position in the same geographical location.

INDIAN PREFERENCE: Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act. In other than the above, the IHS is an Equal Opportunity Employer.

SELECTIVE SERVICE CERTIFICATION: If you are a 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.

EQUAL EMPLOYMENT OPPORTUNITY: SELECTION FOR POSITIONS WILL BE BASED ON MERIT WITH NO DISCRIMINATION FOR NON-MERIT REASONS, SUCH AS RACE, COLOR, RELIGION, GENDER, SEXUAL ORIENTATION, NATIONAL ORIGIN, POLITICS, MARITAL STATUS, PHYSICAL HANDICAP, AGE OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION. PROMOTIONS OR APPOINTMENTS WILL NOT BE BASED ON PERSONAL RELATIONSHIP OR OTHER TYPES OF PERSONAL FAVORITISM OR PATRONAGE.


Human Resources Clearance


Date

EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER SR-08-121. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS ARE TO BE DUPLICATED BY THE APPLICANT BEFORE SUBMISSION AS WE DO NOT HONOR REQUESTS FOR COPIES. COMPLETED FORMS WHEN SUBMITTED BECOME THE PROPERTY OF THIS HUMAN RESOURCES OFFICE AND WILL NOT BE RETURNED.

SUPPLEMENTAL QUESTIONNAIRE
Medical Support Assistant (OA), GS-679-6

1. **ABILITY TO COMMUNICATE EFFECTIVELY AND CLEARLY.** This is the ability communicate in a clear and concise manner to a wide variety of persons and groups of various ages, education, cultural and socio-economic background within and without the system. Ability to provide clear definitions and directions includes the ability to communicate in written form. What in your background would indicate that you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

2. **KNOWLEDGE OF VARIOUS COMPUTER SOFTWARE AND PROGRAMS.** This is the ability to use a computer to manipulate, convert or edit data from various software programs in order to prepare spreadsheets, forms, tables and correspondence. What in your background would indicate that you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

3. **ABILITY TO ORGANIZE AND MAINTAIN RECORDS, MANUALS, ETC.** The ability to maintain and assemble a wide variety of files, records and correspondence into an effective system of records. Includes the ability to locate case files, correspondence or any paper relating to the work of the office. Ability to record minutes of meetings, maintain timekeeping procedures for department employees, monitoring department funds on travel and procurement expenses. What in your background would indicate that you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

4. **ABILITY TO MAINTAIN SECURITY OF CONFIDENTIALITY**. Ability to recognize and analyze confidential rules. The person in this position will have access to a wide variety of sensitive information, materials, and case file information, which must be safeguarded. What in your background would indicate that you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

5. **ABILITY TO WORK UNDER PRESSURE**. The person in this position must have the ability to work under pressure and changing conditions while meeting deadline sin a busy environment with constant interruptions. This includes the ability to work on his/her own initiative and organizing the work and properly determining priorities. What in your background would indicate that you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

CERTIFICATION

I certify that all of the statements made in the above questionnaire are true, complete, and correct to the best of my knowledge and belief, and are made in good faith.

Signature of Applicant

Date