



DEPARTMENT OF HEALTH AND HUMAN SERVICES

INDIAN HEALTH SERVICE
NAVAJO REGION



THIS POSITION IS LOCATED IN A TOBACCO-FREE ENVIRONMENT

APPLICATIONS RECEIVED BY FAX, E-MAIL, OR ELCTRONIC RESUMES WILL NOT BE ACCEPTED.

VACANCY ANNOUNCEMENT NAO-08-53

OPENING DATE 10-20-2008

CLOSING DATE 11-17-208

POSITION TITLE HEALTH SYSTEM ADMINISTRATOR (Chief Executive Officer)

LOCATION AND DUTY STATION Crownpoint Service Unit, Office of the Chief Executive Officer Crownpoint, New Mexico

GRADE/SALARY GS-0670-14, \$91,781 - \$119,314 Per Annum

NUMBER OF VACANCIES ONE VACANCY (PCN: 130101)

APPOINTMENT

WORK SCHEDULE

AREA OF CONSIDERATION

- PERMANENT
TEMPORARY PROMOTION
NTE: _____

- FULL-TIME
PART TIME
INTERMITTENT

- COMMUTING AREA
NAVAJO AREA WIDE
IHS WIDE
DHHS WIDE

SUPERVISORY/MANAGERIAL

PROMOTIONAL POTENTIAL

- YES, MAY REQUIRE ONE YEAR PROBATION
NO

- YES, TO GRADE _____
NO KNOWN POTENTIAL

HOUSING:

TRAVEL/MOVING:

- YES, GOVERNMENT HOUSING AVAILABLE
PRIVATE HOUSING ONLY

- MAY BE PAID FOR ELIGIBLE EMPLOYEES
NO EXPENSES PAID

DUTIES: This position is located in the Crownpoint Service Unit in the Eastern side of the Navajo Reservation encompassing 2,755 square miles. The incumbent provides overall managerial responsibility for the planning, development, organization, integration, administration, and evaluation of a comprehensive health care delivery system for the Crownpoint Service Unit with an annual operating budget in excess of \$30 million dollars. Will also provide direction to outlying isolated health stations at Pueblo Pintado and Thoreau, New Mexico. Also provides administrative oversight of special Grant for unique patient needs including Diabetes, Radiation Exposure, and Education Programs and others. Manages through subordinate supervisors the following programs: Medicare/Medicaid, Third Party, Contract Health, Finance, Personnel, Community Health, Injury Control, and Health Promotion/Disease Prevention activities. Responsible for establishing and maintaining good relations with various groups and organizations to promote quality health care delivery services of the Service Unit including coordination with Tribal and other Federal and State Programs and consulting with Tribal Leaders regarding Community Health, Behavioral Health, Environmental Health, Health Promotion/Disease Prevention, Emergency Services and other services required by the population served. Develops and coordinates review systems to assure that both clinical and administrative activities are in compliance with accreditation and certification standards and regulations and higher agency authorities. Anticipate, identify and consult with others on potential or actual problems areas relating to program implementation and goal achievement; select from recommended courses of corrective action; and take action from developed contingency plans. Assess current and future staffing needs based on organizational goals and budget realities; applying merit principles to develop, select, and manage a diverse workforce. Develop and justify annual budgets and oversee allocation of financial resources. Effectively manages Medicare-Medicaid, Third-Party, Contract Health, and other appropriated funds. Provide



oversight to Procurement and Contracting processes; ensure efficient and cost-effective development and utilization of Management Information Systems (MIS); evaluate existing operations and resources for the maintenance and protection of buildings, equipment, and fixtures to ensure their continuous use and efficient operation. Conduct conferences and meetings with key staff on a regular basis to provide additional guidance, obtain information regarding status of operations, and discuss new plans or procedures. Ensures the entire staff comply with DHHS Standards of Conduct and holds self and others accountable for achieving these standards. Direct programs to improve customer service and program performance. Review a variety of progress reports, status records, comments of Tribal and IHS management officials and similar data to assure that objectives are being achieved. Enforce compliance with published safety and occupational health standards. Review of the incumbent's work is based upon ongoing accreditation of programs, fiscal solvency, and other management and programmatic benchmarks associated with the patient care practices in the Service Unit.

This position has been identified as a critical user of the Unified Financial Management System (UFMS). This position will be required to obtain a Public Trust Level 5 clearance which includes a credit history check.

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: Candidates must have completed 52 weeks of Specialized Experience equivalent to the GS-13 grade level to qualify for the GS-14 grade level.

SPECIALIZED EXPERIENCE: Progressively responsible analytical or administrative, or clinical management or supervisory experience in the health care field. This work may have been performed in an operating healthcare facility or a higher organizational echelon with advisory or directional authority over such facilities. Work must have involved a close working relationship with facility managers and analysis and/or coordination of administrative, clinical, or other service activities, and provided knowledge of the following:

- Missions, organizations, programs, and requirements of health care delivery systems;
- Regulations and standards of various regulatory and credentialing groups; and
- Government-wide, agency, and facility systems and requirements in various administrative areas such as budget, personnel, and procurement.

Applicants must also possess:

- Management ability to delegate authority, evaluate and oversee people and programs, recognize and adapt to changing priorities; and
- Knowledge of the interrelationships and interdependencies among various medical and administrative services and program.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: NONE.

SELECTIVE PLACEMENT FACTOR: NONE

SUPERVISORY OR MANAGERIAL ABILITIES: Candidates should possess proficiency or the potential to develop proficiency in these competencies prior to entry into the position:

- ❖ **Accountability:** Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.
- ❖ **Customer Service:** Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.
- ❖ **Decisiveness:** Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.
- ❖ **Flexibility:** Is open to change and new information; rapidly adapts to new information, changing conditions, or unexpected obstacles.
- ❖ **Integrity/Honesty:** Behaves in a honest, fair, and ethical manner. Shows consistency in words and actions. Models high standards of ethics.
- ❖ **Interpersonal Skills:** Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations.
- ❖ **Oral Communications:** Makes clear and convincing oral presentations. Listens effectively, clarifies information as needed.
- ❖ **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

- ❖ **Resilience:** Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
- ❖ **Written Communication:** Writes in a clear, concise, organized, and convincing manner for the intended audience.

TIME-IN-GRADE REQUIREMENTS: Candidates applying under the provisions of the Merit Promotion Plan must have completed 52 weeks of service at the GS-13 level to qualify for the GS-14 grade level.

CONDITIONS OF EMPLOYMENT: Immunization requirements - All persons born after 12-31-56 must provide proof of immunity to Rubella and Measles. Serology testing to confirm immunity and/or immunization 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 that requires regular work at a Service Unit.

REASONABLE ACCOMMODATION: 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.

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

NOTE: Refer to OPM Handbook Qualification Standards, Series GS-0670, for complete information. No substitution of education for experience will be made in accordance with standards. For more complete information contact your Servicing Personnel 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 Service who are entitled to Indian Preference.

Status applicants may apply for a position under both the MPP and non-status application procedures. In this case, they must file two applications for dual consideration.

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 Examining Plan. These candidates MUST indicate on their resume or, application, whether their resume or application is submitted under the IHS Excepted Service Examining Plan, the IHS Area 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, those with a 30% or more compensable service-connected disability).

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.

Commissioned Officers: Commissioned Officers may indicate an interest in being considered by submitting a resume. Commissioned Corps applicants will be evaluated by the Personnel Office against the applicable Preston standard or the civil service standard, 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 applicants must also provide information regarding education, including degrees obtained by submitting official transcripts and schools attended and they must include home/work telephone numbers if this information is not contained in the resumes. 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 applicants are also required to submit proof of Indian Preference and proof of possession of the appropriate license.

EVALUATION CRITERIA: Evaluation will be made of Experience, Performance Appraisal, Training, Letters of Commendation, Self-Development, Awards and Outside Activities that are related to the position. To receive full credit for your qualifications, provide a narrative statement that fully describes all aspects of your background as they relate to the knowledge, skills, and abilities (KSA's) outlined below and show the level of accomplishment and degree of responsibility.

The KSA's in your narrative statement will be the principle basis for whether or not you are highly qualified for the position. Describe your qualifications in each of the following:

1. Leading change.
2. Results driven.
3. Building coalitions.
4. Business acumen.
5. Leading people.

(See attached Supplemental Questionnaire for definitions).

HOW & WHERE TO APPLY: All applicants, except Commissioned Officers, must submit one of the following to the IHS-Navajo Region, Division of Human Resources, P.O. Box 9020, Window Rock, Arizona 86515-9020, 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 Official Transcript of college courses; copy of your most recent performance appraisal and any other necessary documentation pertinent to the position being filled.**

All applicants claiming Indian Preference **MUST** submit a copy of an **Official Bureau of Indian Affairs Preference Certificate, BIA Form 4432, "Verification of Indian Preference for Employment in BIA or IHS"**, signed by the appropriate BIA official.

NOTE: "Declaration for Federal Employment" (OF-306), and ADDENDUM, "Child Care Worker Positions in IHS," must be completed and submitted with original signature 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 one of the questions on the Addendum 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.

****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 the position. SPECIFICALLY, THE INFORMATION PROVIDED UNDER #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.

1. Announcement Number, Title and Grade of the job for which you are applying.
2. Full Name, Mailing Address (with zip code) and Day and Evening Phone Numbers (with area codes);
3. Social Security Number;
4. Country of Citizenship;
5. Veteran's Preference Certificate – DD-214, indicating Discharge and/or SF-15 – if claiming 10-points. Veteran's Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligibles;
6. Copy of latest SF-50, Notification of Personnel Action, if current or prior employee;
7. Highest Federal civilian grade held (give series and dates held);
8. High school – Name, City, State (zip code if known), and date of Diploma or GED;
9. Colleges and Universities – Name, City, State (zip code if known), Majors, Type and Year of any Degrees received (if no Degree shows Total semester or Quarter Hours earned). (Attach Transcripts);
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/year), hours/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.

NOTE: Applicants who do not submit the information requested above will be given credit only for the information they provide and may not, therefore, receive full credit for their Veteran's Preference determination, Education, Training and/or Experience.

THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION.

WE WILL NOT ACCEPT APPLICATIONS RECEIVED BY FAX, E-MAIL OR ELCTRONIC RESUMES.

FOR MORE INFORMATION CONTACT: Ida Natonabah, 928-871-1432.

ADDITIONAL SELECTIONS: Additional or alternate selections 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 geographic 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 SOLELY 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. PROMOTION OR APPOINTMENTS WILL NOT BE BASED ON PERSONAL RELATIONSHIP OR OTHER TYPES OF PERSONAL FAVORITISM OR PATRONAGE.

Ida Natonabah

October 17, 2008

HUMAN RESOURCE CLEARANCE

DATE

EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER NAO-08-53. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS MUST 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 RESOURCE OFFICE AND WILL NOT BE RETURNED.

**SUPPLEMENTAL QUESTIONNAIRE
HEALTH SYSTEM ADMINISTRATOR, GS-0670-14
(CHIEF EXECUTIVE OFFICER)**

1. **LEADING CHANGE.** This is the ability to administer and manage a comprehensive healthcare system including preventive, diagnostic and therapeutic services while demonstrating innovation in program delivery and the ability to adapt to changing environments. What in your background shows you possess this ability?

What was the duration of these activities?

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

2. **RESULTS DRIVEN.** This is the ability to develop, implement, and monitor policies and regulatory requirements including accreditation/certification requirements, reimbursement requirements, staff and patient safety programs, and other regulatory requirement governing operations of healthcare facilities. What in your background shows you possess this ability?

What was the duration of these activities?

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

3. **BUILDING COALITIONS.** This is the ability to develop short and long-term health care plans, taking into consideration the needs of the population and internal and external environments. What in your background shows you possess this ability?

What was the duration of these activities?

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

4. **BUSINESS ACUMEN.** This is the knowledge and ability to develop budgets, allocate funds and appropriately manage all available resources including those from other than annual appropriations. What in your background shows you possess this knowledge?

What was the duration of these activities?

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

5. **LEADING PEOPLE.** This is the ability to direct and evaluate the activities and performance of a large number of employees and mentor staff with a specific emphasis on customer service and delivery of the highest level of patient care possible. What in your background shows 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