

DEPARTMENT OF HEALTH AND HUMAN SERVICES

NAVAJO AREA
INDIAN HEALTH SERVICE



VACANCY ANNOUNCEMENT

CH-09-03

OPENING DATE

January 5, 2009

CLOSING DATE

January 16, 2009

POSITION

MEDICAL SUPPORT ASSISTANT (OA)

LOCATION AND DUTY STATION

PHS INDIAN HOSPITAL, COUNSELING SERVICES DEPT.
DUTY STATION: PINON HEALTH CENTER, ARIZONA

GRADE/SALARY

GS-0679-03, \$24,499 PER ANNUM

GS-0679-04, \$27,504 PER ANNUM

GS-0679-05, \$30,772 PER ANNUM

NUMBER OF VACANCIES

ONE VACANCY PCN:

APPOINTMENT

- PERMANENT

WORK SCHEDULE

- **● FULL-TIME

AREA OF CONSIDERATION

- COMMUTING AREA

**Incumbent is required to work on rotational basis for shift, weekends or holiday duty.

SUPERVISORY/MANAGERIAL

- NO

PROMOTIONAL POTENTIAL

- YES, TO GRADE 5

HOUSING

- PRIVATE HOUSING ONLY

TRAVEL/MOVING

- NO EXPENSES PAID

DUTIES: This position is located at the Chinle Service Unit, Counseling Services Department, Pinon Health Center, Pinon, Arizona. The purpose of this position is to perform such duties as receptionist, record keeping, patient care and treatment, and miscellaneous support to the Counseling Services Department. Receives patients and visitors to the clinic, assembles and identifies patient charts. Receives telephone calls and utilizes a thorough knowledge of the department and hospital procedures to make proper disposition of inquiries. Incumbent must at all times be courteous and pleasant not only on telephone conversations, but to the general public when giving out information to keep the department relations above reproach. Types a variety of narrative and tabular materials, such as staff studies, reports, correspondence, directives, technical papers, manuals, and statistical tables, which may involve the use of a variety of medical and/or other specialized terms requiring accuracy in spelling and proper syntax. Makes copies and assembles records, referrals, lab tests, and other necessary forms. Enters patient referrals into the tracking system and schedules appointments in the RPMS system, arranges for clinic and coordinates with other medical appointments. Performs other duties as assigned.

THIS POSITION IS LOCATED IN A **TABBACO-FREE ENVIRONMENT** 



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

POSITIVE EDUCATION REQUIRED: NO

LICENSURE REQUIRED: NO

BASIC QUALIFICATIONS: Candidates must have had 26 weeks of general experience to qualify for the GS-03 grade level. Candidates must have had 52 weeks of general experience to qualify for the GS-04 grade level. Candidates must have had 52 weeks of specialized experience equivalent to at least the GS-04 level to qualify for the GS-05 grade level.

GENERAL EXPERIENCE: Progressively responsible clerical, office, or other work, which indicates the ability to acquire the particular knowledge and skills, needed to perform the duties of the position to be filled.

SPECIALIZED EXPERIENCE: Experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) 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 at least equivalent to the next lower grade level. Examples of the type of experience that will be credited are: planning and carrying out the work of the office such as; providing patient registration and eligibility services, process demographic and insurance information of alternate resources, procedures or operations and the use of automated systems equipment.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: For GS-03, one year above the high school level. Successfully completed education above the high school level in any field for which high school graduation or the equivalent is the normal prerequisite is creditable. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. For GS-04, successfully completed two years above high school is qualifying. For GS-05, successful completion of four years above high school level in any field for which high school graduation or the equivalent is the normal prerequisite. This education must have been obtained in an accredited business, or technical school, junior college, college or university.

PROFICIENCY REQUIREMENTS: Applicants must present evident passing the typing proficiency from a school or other organizations authorized to issue such certification (40 WPM typing speed, WPM are based on a five minute sample with three or fewer errors). **TYPING PROFICIENCY MUST BE SUBMITTED WITH YOUR EMPLOYMENT APPLICATION.** Certificates of proficiency are acceptable for 3 years from date of issuance.

SELECTIVE PLACEMENT FACTOR: NONE

TIME-IN-GRADE REQUIREMENTS: A candidate may be advanced to a position grade GS-05 or below if:

1. The position is not more than two grades above the lowest grade level he/she held within the proceeding year under non-temporary appointment; or
2. He/she met the above restriction for advancement to the grade of the position to be filled, at any time in the past; or
3. He/she previously held a position at or above the grade level of the position to be filled, at any time under any type of appointment.

For applicants applying under the provisions of the Merit Promotion Plan, applicant must have had at least one year of service at the GS-4 level to qualify for the GS-5 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-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. IN ORDER TO OBTAIN EDUCATIONAL CREDIT, YOU ARE REQUIRED TO PROVIDE COLLEGE TRANSCRIPTS BY THE CLOSING DATE OF THIS ANNOUNCEMENT.

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.

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 of more of continuous active service may apply.

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 OPM or your agency documenting your priority consideration status with your application package. The following categories of candidates are considered 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 submits 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 community area.

OR

B. Former Military Reserve or National Guard Technician 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 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 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. ABILITY TO TRANSLATE NAVAJO INTO ENGLISH AND VICE VERSA.
2. KNOWLEDGE AND SKILL IN OPERATING COMPUTERS, OTHER OFFICE MACHINES AND VARIOUS SOFTWARE.
3. ABILITY TO MEET, DEAL, & COMMUNICATE ORALLY WITH A VARIETY OF PEOPLE.
4. ABILITY TO ORGANIZE AND KEEP RECORDS, MANUALS AND FILES.
5. ABILITY TO WORK INDEPENDENTLY AND UNDER PRESSURE.

(SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS).

NOTE: "Declaration for Federal Employment" (OF-306), AND Addendum to OF-306 (Child Care Worker Positions), BOTH forms, 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 these two 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.*

"DESIGNATION OF CHILD CARE POSITION UNDER PL.101-630 AND PL 101-647"

HOW & WHERE TO APPLY: All applicants, except Commissioned Officers, must submit one of the following to the PHS Indian Hospital, Human Resources Branch, PO Drawer PH, Chinle, Arizona 86503, **BY CLOSE OF BUSINESS (5:00 P.M.) ON THE CLOSING DATE:**

1. OF-612, Optional Application for Federal Employment; OR
2. **Resume; or 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.

A copy of an Official Bureau of Indian Affairs Preference Certificate, BIA Form 4432, signed by the appropriate BIA Official, must be submitted if the applicant claims Indian Preference. 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.

****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 #8 (HIGH SCHOOL), #9 (COLLEGES 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.**

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 nonpaid) – 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 ELECTRONIC RESUMES.

FOR MORE INFORMATION CONTACT: Renae Ayze, Human Resource Specialists, (928) 674-7034 or Renae.Ayze@ihs.gov.

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.

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.

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.

HUMAN RESOURCES CLEARANCE

DATE

EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER CH-09-03. 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 RESOURCES OFFICE AND WILL NOT BE RETURNED.

**SUPPLEMENTAL QUESTIONNAIRE
MEDICAL SUPPORT ASSISTANT (OA), GS-0679-03/04/05**

1. **ABILITY TO TRANSLATE NAVAJO INTO ENGLISH AND VICE VERSA.** This is knowledge of such factors as cultural customs, traditions, and language to assist patients. The incumbent should speak fluently in both English and Navajo as most cases requiring extensive case management services involving patients who cannot understand or speak English.

What was the duration of these activities?

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

2. **KNOWLEDGE AND SKILL IN OPERATING COMPUTERS, OTHER OFFICE MACHINES AND VARIOUS SOFTWARE.** This person must have a working knowledge in operating computers; including various software, i.e., RPMS, ARMS, etc., in order to accomplish the assignments of the office.

What was the duration of these activities?

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

3. **ABILITY TO MEET, DEAL, & COMMUNICATE ORALLY WITH A VARIETY OF PEOPLE.** This is the ability to establish and maintain positive interpersonal relationships by utilizing tact, sensitivity and mature judgment with a variety of people; ability to express oneself orally to provide or obtain information.

What was the duration of these activities?

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

4. **ABILITY TO ORGANIZE AND KEEP RECORDS, MANUALS AND FILES.** This is the ability to maintain and assemble a wide variety of files, records, policies and correspondence into an effective system of records. This includes the ability to locate case files, correspondence or any paper relating to the work of the department.

What was the duration of these activities?

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

5. **ABILITY TO WORK INDEPENDENTLY AND UNDER PRESSURE.** The person must have the ability to function independently, maintain control and composure under stressful working conditions; serve as a facilitator of office management.

What was the duration of these activities?

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

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C E R T I F I C A T I O N

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