



DEPARTMENT OF HEALTH AND HUMAN SERVICES
ALBUQUERQUE AREA INDIAN HEALTH SERVICE



The Albuquerque Area Indian Health Service defines its mission as a commitment to the well-being and cultural integrity of Indian people through a participatory and consultative process.

THE ALBUQUERQUE AREA INDIAN HEALTH SERVICE IS A "TOBACCO-FREE" ENVIRONMENT

VACANCY ANNOUNCEMENT

VACANCY ANNOUNCEMENT NO. SER-09-0015-AIDC	OPENING DATE January 05, 2009	CLOSING DATE January 16, 2009
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POSITION TITLE, SERIES, GRADE AND SALARY

Medical Support Assistant (OA)
GS-0679-04 \$27, 504 per annum

LOCATION AND DUTY STATION

Albuquerque IHS Dental Clinic
Division of Clinical Systems Support
Albuquerque, NM

(Includes Locality Pay Adjustment)

AREA OF CONSIDERATION: *Local Commuting Area* – Management determines in advance of the announcement that there is likely to be an adequate number of qualified applicants in the local commuting area. Outside non-Indian preference candidates will not be considered when using special areas of consideration.

RELOCATION: Relocation expenses will not be paid. Employees who wish to relocate to Albuquerque, NM for their own benefit may apply. If there are no Indian preference eligible candidates within the special area of consideration and an Indian preference candidate is selected outside the special area of consideration, relocation costs will be paid.

CONDITIONS OF EMPLOYMENT:

- One permanent full-time position. The incumbent of this position is subject to call back and/or standby work.
- 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.
- In accordance with Chapter 12, Indian Health Manual, IHS Employee Immunization Program, selected candidate will be required to submit proof of immunity to the following diseases: Rubella and Measles.
- Before hiring, the IHS will ask you to complete a "Declaration for Federal Employment" and/or "Addendum to Declaration for Federal Employment Indian Health Service Child Care & Indian Child Care Worker Positions" to determine your suitability for federal employment, to authorize a background investigation, and to certify the accuracy of all information in your application. Under P.L. 101-630 Indian Child Protection Act, anyone who answers in the affirmative will be found ineligible and unsuitable for employment in the Indian Health Service. 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.

DUTIES AND RESPONSIBILITIES:

The purpose of this position is to support the orthodontics department by performing a range of clerical, clinical and scheduling functions. This position is responsible for scheduling, canceling and confirming patient's appointments for the orthodontics clinic. This position obtains charts from medical records and is responsible for placing and/or replacing dental forms and x-rays in the proper place. Updates patient information at each visit and receives all incoming calls to the orthodontics clinic. This position also, orders and stocks supplies in the clinic. This position is responsible for seating patients and notating treatment times on the bracket tray sheet for the orthodontist.

COMPETITIVE AND EXCEPTED SERVICE QUALIFICATION REQUIREMENTS:

Candidates for GS-4 must have had at least 52 weeks of General Experience **OR** 2 years above high school. 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.

General Experience: Progressively responsible clerical, office other work where the primary duties are to perform general office support work such as answering phone, making appointments, filling, etc., within an organization.

Proficiency Requirements: In addition to meeting experience or education requirements, applicants for this position must show possession of Office Automation skills and must have typing proficiency of 40 words per minute.

EVALUATION METHOD AND RANKING FACTORS: Evaluation will be made of the extent to which experience, education, training, self-development, performance appraisal, outside activities, and/or awards demonstrate that basically qualified candidates possess the Ranking Factors-KSAs described below. **It is to the applicant's advantage to address the following KSA's on a separate sheet of paper.**

1. Ability to communicate with the general public, patients and hospital staff in a professional manner.
2. Knowledge of the rules to maintain health care patient information.
3. Knowledge of patient medical records and medical terminology.
4. Knowledge of general computer systems.

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 eligible entitled to Indian preference may also apply under the provision of the Indian Health Service Excepted Service Examining Plan.

Candidates MUST INDICATE whether their 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).

Indian Preference: Indian Health Service is required by law to give absolute preference in employment to qualified Indian preference candidates.

Under the Veterans Employment Opportunities Act (VEOA), 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 for permanent positions as an MPP candidate; however veterans' preference is not a factor in these appointments. Candidates must submit a copy of their DD-214 or other proof of eligibility.

Reasonable Accommodations: 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 Lindsay Moore (505) 248-4786. The decision on granting reasonable accommodation will be made on a case-by-case basis.

Career Transition Assistance Program (CTAP)/Interagency Career Transition Plan (ICTAP): Surplus or displaced employees covered by the U.S. Department of Health and Human Services CTAP program or the ICTAP program for all agencies, may apply and will be given special selection priority if determined to be eligible and well qualified. Well qualified is defined as meeting all education, experience, knowledge's, skills and abilities (KSA's) with a score in the above average range of a four-level crediting plan for all KSA's. For information on how to apply and required proof of eligibility, please refer to the following hyperlinks: **CTAP** at <http://www.ihs.gov/JobCareerDevelop/JobAtIHS/doc/ctap.doc> and for **ICTAP** at <http://career.psc.gov/chpublic/ictap.html>

➤ Only U.S. citizens may be appointed to the competitive service.

WHERE TO APPLY:

Applications MUST be received by close of business (5:00 p.m. MST) on the closing date to the following address:

Albuquerque Area Indian Health Service
Division of Human Resources
5300 Homestead Road NE
Albuquerque, NM 87110

For copies of vacancy announcements, download from the IHS website at www.ihs.gov or the Office of Personnel Management (OPM) website at www.usajobs.opm.gov. **FAXED APPLICATIONS WILL NOT BE ACCEPTED.** We do not FAX vacancy announcements. For inquires, contact Lindsay Moore, Human Resources Specialist, 505-248-4786.

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
SOUTHEAST REGION DIVISION OF HUMAN RESOURCES
ALBUQUERQUE AREA INDIAN HEALTH SERVICE**

For all positions titled as Office Automation or any clerical position which has parenthetical title of Office Automation (OA), applicants must have typing proficiency of 40 words per minute and knowledge of general office automation software, such as word processing, personal computer, electronic mail, data base management, spreadsheet, etc.

To be eligible for (OA) positions, you must be able to:

1. Type 40 words per minute.

2. Possess knowledge of general office automation software, such as word processing, personal computer, electronic mail, data base management, spreadsheet, etc.

Please sign and date the Self-Certification statement and submit with your application/resume.

I HEREBY CERTIFY THAT I MEET THE REQUIREMENTS SET FORTH IN
THIS SELF-CERTIFICATION STATEMENT FOR:

- TYPING AND KNOWLEDGE OF GENERAL OFFICE AUTOMATION SOFTWARE
(i.e., word processing, personal computer, electronic mail, data base management, spreadsheet, etc.)

NOTE: A certification statement must be signed and dated for each specific vacancy announcement. A falsification of this statement may be used as grounds for not employing you or for dismissal.

Applicant's Signature

Date

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 in Announcement: Medical Support Assistant (OA) **Announcement Number:** SER-09-0115-AIDC

Section 231 of the Crime Control Act 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, contains a related requirement 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 or guilty to certain 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 AYES@, provide the date, explanation of the violation, disposition of the arrest or charge, place of occurrence, and the name and address of the police department or court involved.]

2) Have you ever been found guilty of, or entered 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, exploitation, contact or prostitution; or crimes against persons; or offenses committed against children?
YES _____ NO _____

[If AYES@, provide the date, explanation of the violation, disposition of the arrest or charge, place of occurrence, and the name 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 instructions, 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 reporting 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. Send comments regarding the burden estimate or any other aspect of this collection of 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.

HOW TO APPLY

The federal government does not require a standard application form for most jobs, but certain information is needed to evaluate your qualifications and determine if you meet legal requirements for federal employment.

Optional Application for Federal Employment – Form Number OF-612 http://www.opm.gov/forms/pdf_fill/of612.pdf	Résumé or Other written application format with information requested below.
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If your résumé or application does not provide all the information we request, you may lose consideration for a job. Applicants who submit incomplete applications will be given credit ONLY for the information they provide and may not receive full credit for their veteran preference determination, Indian preference, education, training and/or experience.

Procedure for using résumé or other written application: Format MUST contain the following information. 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.

- **JOB INFORMATION**
Announcement number, title and grade of the job for which you are applying.
- **PERSONAL INFORMATION**
Full name, mailing address (with ZIP codes), day and evening telephone numbers (with Area codes).
Social Security Number.
Country of citizenship.
- **EDUCATION**
High School (name, city, state, ZIP code if known), and date of diploma or GED.
College and/or 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).
To obtain educational credit, applicants must submit a copy of all college transcripts.
- **WORK EXPERIENCE**
Copy of latest Notification of Personnel Action (SF-50B) if current or former federal employee.
Highest federal civilian grade held (give job series and dates held)
Work experience (paid and unpaid)
Job title (include series and grade if federal job)
Duties and accomplishments
Employer's name and address
Supervisor's name and telephone number
Starting and ending dates (month and year)
Hours per week
Salary
Indicate if we may contact your current supervisor.
- **OTHER QUALIFICATIONS**
Give dates but do not send documents unless requested
Job related training courses
Job related skills, i.e., computer software/hardware, tools, typing speed
Job related certificates and licenses (if you are a licensed medical professional, submit copy of license to practice)
Honors, awards, special accomplishments, i.e., publications, memberships, in professional or honor societies, leadership activities, public speaking, and performance awards.
- **KSA**

Submit a copy of applicable documents with your application if you are in the following categories:

COMMISSIONED OFFICER	INDIAN PREFERENCE	VETERAN PREFERENCE	FEDERAL EMPLOYEE
<ul style="list-style-type: none"> ➤ Current Billet description ➤ Most recent "Commissioned Officers Effectiveness Report". ➤ Child Care Statement Form ➤ Applicable Licensure 	<ul style="list-style-type: none"> ➤ Verification of Indian Preference for employment, Bureau of Indian Affairs (BIA) Form 4432. ➤ Preference will not be given unless a copy of the BIA Form 4432 is attached to the application. 	<ul style="list-style-type: none"> ➤ Certificates of Release or discharge from Active Duty, VA form DD-214, and/or ➤ Application for 10-point Veterans Preference, Form SF-15 and supporting documents. ➤ To receive preference if your service began October 15, 1976, you must have a Campaign Badge, Expeditionary Medal, or a service connect disability. ➤ Preference will not be given unless a copy of the DD-214 (with appropriate dates) is attached to the application. 	<ul style="list-style-type: none"> ➤ Latest Notification of Personnel Action, SF-50B verifying civil service status, grade, etc. ➤ Current performance appraisal. ➤ Priority consideration will not be given to DISPLACED FEDERAL EMPLOYEES, unless a copy of the appropriate documentation such as a RIF separation letter, a letter from OPM or your agency documentation showing your priority consideration status, is attached to the application.