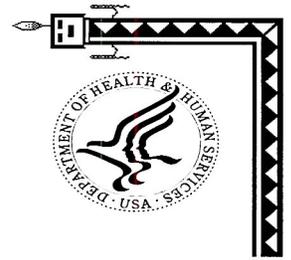


DEPARTMENT OF HEALTH AND HUMAN SERVICES



NAVAJO AREA INDIAN HEALTH SERVICES

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

CP-09-002

OPENING DATE

January 20, 2009

CLOSING DATE

February 2, 2009

POSITION

Medical Support Assistant
(Referral Clerk)

LOCATION AND DUTY STATION

Ambulatory Care Nursing
Crownpoint Service Unit
Crownpoint, New Mexico

NUMBER OF VACANCIES

One (1): PCN 134601

GRADE/SALARY

GS-0679-05: \$30,772 - \$40,005 per annum

APPOINTMENT

Permanent

WORK SCHEDULE

Full-time

AREA OF CONSIDERATION

Commuting Area

PROMOTION POTENTIAL

No, no known promotion potential.

SUPERVISORY/MANAGERIAL

No

HOUSING

Private Housing Only

TRAVEL/MOVING EXPENSE

No Expenses Paid

DUTIES: This position is located in the Division of Nursing Services at the Crownpoint Service Unit (CPSU). The position is located in the Ambulatory Care Department. Performs referral clerk duties, record keeping and miscellaneous clerical support duties associated with patient care and treatment arranged outside of CPSU for testing and subspecialty consultation. Primary duty would be to make arrangements for patients for outside testing or subspecialty consultation ordered by a provider in the Ambulatory Care department. This would include: calls for an appointment time; provides requested demographic and insurance information to the consultants' office; reviews test preparation procedures with the patient (provider either via pre-printed handouts for common tests that are ordered, or through faxed or verbal instructions from the consultant's office); provides the patient with directions, maps, and contact numbers for the visit; verifies that the patient has transportation to a given appointment and arranges Medicaid ride services if this is available or necessary; notifies Contract Health Services of an out-of-system referral; Keeps a "who/where/when" calendar log of referrals; gives a referred patient a reminder call one day before the consultation when possible; contacts the consultant's office after the referral to verify or not the patient did in fact show up, and to verify that a copy of the visit report will be sent to the referring Crownpoint provider; reviews documents such as consultations and referrals for completeness prior to forwarding to outside referral sites; communicates and coordinates with the Clinical Director or designee and Contract Health Services for the authorization of all referrals for services to non-IHS facilities. Develops a referral services program that is comprehensive, ensures consistency and continuity for all referral services in the Ambulatory Care Department including the satellite clinics (Thoreau and Pueblo Pintado). Performs customer services by greeting patients and visitors courteously, answering inquirers or requests, and directing them to the appropriate staff, room or department. Receives telephone calls and directs the calls to the appropriate party. Interprets/translates for patients, nurses and providers. Reviews physician's orders for treatments and tests; then routes requisitions, consultative requests and referrals in accordance with established protocols. Routes correspondence appropriately via mail, fax, computer according to HIPPA regulations. Arrange for transportation services for patients to and from scheduled appointments, when needed. Stocks and maintains supplies at appropriate levels. Coordinates supply levels with General Service Department; adding or deleting supplies as necessary. Ensures office equipment is in working order and requests for service as needed. Participates in clinic staff meetings, in-service and educational programs. Performs other duties as assigned.

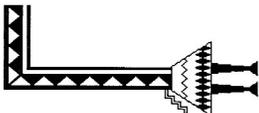
THIS POSITION IS COVERED UNDER THE INDIAN CHILD PROTECTION ACT AND IS HEREBY DESIGNATED AN AUTHORIZED CHILD CARE POSITION SUBJECT TO P.L. 101-630 AND P.L. 101-647.

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 QUALIFICATION: GS-05: Candidates must have 52 weeks of specialized experience equivalent to at least GS-4 level to qualify for the GS-05 grade level.



THIS POSITION IS LOCATED IN A TOBACCO-FREE ENVIRONMENT



SPECIALIZED EXPERIENCE: Experience that equipped the applicant with 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 at least equivalent to the next lower grade level. Examples of the type of experience that will be credited are: providing referral clerk duties, record keeping services. This experience would have to include working with referral services, knowing the eligibility requirements of the IHS programs and Contract Health Process, alternative resources that could include third party, Medicare, Medicaid. **OR**

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: GS-05: successfully completed 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, secretarial, or technical school, junior college, college or university.

SELECTIVE PLACEMENT FACTOR: None.

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.

WORK ENVIRONMENT: The majority of the work is performed at a clinic desk. Employee has frequent contact with patients, families, employees and other services while at the desk. The employee may be exposed to infectious diseases. Employee may be exposed to emotionally distraught, uncooperative, or inebriated/violent patients.

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-4 to qualify for the GS-5 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 principle basis for determining whether or not you are highly qualified for the position. Describe your qualifications in each of the following:

1. Knowledge of Contract Health Services, IHS Third Party and Alternate Resources, policies and procedures.
2. Knowledge of medical terminology and working with patient documents such as PCC forms, referrals, lab slips and instruction sheets.
3. Ability to maintain confidentiality.
4. Ability to organize and maintain record and files.
5. Ability to work independently and under pressure.
6. Ability to work with a variety of individuals.

HOW AND WHERE TO APPLY: All applicants must submit the following to the Crownpoint Healthcare Facility, Human Resources, P.O. Box 358, Crownpoint, New Mexico 87313-0358, by 4:30 p.m., on the closing date: **02-02-09**.

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.
- Any other necessary documentation pertinent to the position.

A copy of an official Bureau of Indian Affairs Indian 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.**

VETERANS: Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years or more of 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: Yolanda J DeVore, Human Resources Specialist, at (505)786-6201; Email: yolanda.devore@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 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), day and evening phone numbers (with area codes);
3. Social Security Number;

4. Country of Citizenship;
5. Veterans' preference: indicate if you are claiming preference; attach DD-214. Preference is not applicable to current DHHS permanent employees (Federal employees with competitive status or reinstatement eligibles);
6. Highest Federal civilian grade held (give series and dates held; attach SF-50, if applicable);
7. High School: Name, City, State (zip code, if known), and date of diploma or GED;
8. Colleges and Universities: Name, City, State (zip code, if known), Majors, Type and Year of Degrees received (if no Degree, show total semester or quarter hours earned); attach official transcript;
9. **Work Experience** (paid and non-paid) – Job title, duties and accomplishments, Employers' names and addresses, Supervisors' names and phone numbers, **starting and ending dates (month/year), hours worked per week**, and salary;
10. Indicate if we may contact your current supervisor;
11. Job-related training courses; skills, certificates, registrations, and licenses (current only), honors, awards, special accomplishments, etc.

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.

/s/ Yolanda J. DeVore

Human Resources Clearance

January 15, 2009

Date

EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER **CP-09-002**. 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, GS-0679-05**

1. **KNOWLEDGE OF CONTRACT HEALTH SERVICES, IHS THIRD PARTY AND ALTERNATE RESOURCES, POLICIES AND PROCEDURES.** The person in this position must have the knowledge of Contract Health Services, Third Party and Alternate Resources in order to assist with arrangements for out-of-system referrals and to manage the overall referral program/process independently. 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. **KNOWLEDGE OF MEDICAL TERMINOLOGY AND WORKING WITH PATIENT DOCUMENTS SUCH AS PCC FORMS, REFERRALS, LAB SLIPS, AND INSTRUCTION SHEETS.** This person must have knowledge of medical terminology to effectively review medical records, PCC forms, referrals and lab slips to assist patient with referral services to out-of-system constituents. 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. **ABILITY TO MAINTAIN CONFIDENTIALITY.** This is the ability to recognize and apply strict confidentiality. The individual will have access to a wide variety of sensitive patient information and materials, and must be able to safeguard the privacy of this material. 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. **ABILITY TO ORGANIZE AND MAINTAIN RECORDS AND FILES.** This is the ability to maintain and assemble a wide variety of files, records and correspondence into an efficient system of records. 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)

5. **ABILITY TO WORK INDEPENDENTLY AND UNDER PRESSURE.** Ability to functions independently, maintain control and composure under stressful working conditions. 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)

6. **ABILITY TO WORK WITH A VARIETY OF INDIVIDUALS.** Ability to work with a variety of individuals, to provide information in a clear, concise and courteous manner. 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)

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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