

DEPARTMENT OF HEALTH AND HUMAN SERVICES

INDIAN HEALTH SERVICE

NAVAJO REGION

THIS POSITION IS LOCATED IN A TOBACCO-FREE ENVIRONMENT



VACANCY ANNOUNCEMENT

GA-09-027

OPENING DATE

05/07/2009

CLOSING DATE

05/28/2009

POSITION TITLE

HEALTH SYSTEM SPECIALIST

LOCATION AND DUTY STATION

Gallup Service Unit,
Division of Clinical Services
Gallup, New Mexico

GRADE/SALARY

GS-0671-12, \$67,613 - \$87,893

NUMBER OF VACANCIES

ONE VACANCY (PCN: 200111)

APPOINTMENT

- PERMANENT
- TEMPORARY

NTE: _____

WORK SCHEDULE

- FULL-TIME
- PART TIME
- INTERMITTENT

AREA OF CONSIDERATION

- COMMUTING AREA
- NAVAJO AREA WIDE
- IHS WIDE
- DHHS WIDE

SUPERVISORY/MANAGERIAL

- YES, MAY REQUIRE ONE YEAR PROBATION
- NO

PROMOTIONAL POTENTIAL

- YES, TO GRADE _____
- NO KNOWN POTENTIAL

HOUSING: PRIVATE HOUSING ONLY

TRAVEL/MOVING: Relocation Expenses may be paid.

DUTIES: This position is located in the Clinical Division of the Gallup Indian Medical Center, Gallup, New Mexico. The Health System Specialist (Medical Staff Recruiter) will be responsible for developing, supervising, managing and directing the GMC Clinical Division Medical Staff Recruitment Program. The program will market open or expected open positions and attract highly qualified applicants. The main goal of the program will be to reduce medical staff vacancy rates by increasing the pool of highly qualified applicants and streamlining the pre-application and interview process. Will responsible for the overall managerial duties, which includes developing strategies utilizing marketing concepts, planning successful tactics, organizing and implementing as well as evaluating a comprehensive medical recruitment and marketing program for the Gallup Service Unit. Conducts in-depth analysis of professional medical staffing needs for the Service Unit. Maintains a database/management information system to track candidate leads for short-term and long-term use. Formulates and implements long and short-term policies, procedures and program plans for the traction and retention of professional medical staff. Participates in job fairs, local and national conferences, and health career days at schools and universities to educate possible candidates about IHS and Gallup Service Unit in particular. Serves as a liaison for medical staff professionals seeking loan repayment and the IHS loan repayment program. Serves as a key liaison between individuals interested in medical staff positions at Gallup Service Unit and Clinical Division Service Chiefs. Conducts telephone interviews with potential clinical candidates; reviews CVs; responds to letters, emails or telephone calls of inquiry and prepares and disseminates employment and community information to potential hires. Meets with Clinical Division service chiefs and Clinical Director on a regular basis to obtain information on staffing needs. Prepares program plan and budget for the operation of an effective program to increase the pool of qualified applicants. In collaboration with the Human Resources department and Clinical Division service chiefs, maintains statistics on various aspects of recruitment, i.e, recruitment time factors, placements, separations, transfers, promotions, etc. Works on a regular basis with members fo the Hospital Executive Committee and Clinical Division service chiefs to obtain information about staffing needs. In collaboration with the quality management



department develops, conducts and analyzes various surveys and studies, on an as needed basis, concerning personnel turnover and utilizes findings to recommend actions for improving retention of medical staff. Performs other duties as assigned.

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 completed 52 weeks of Specialized Experience equivalent to the GS-11 grade level to qualify for the GS-12 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.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: NONE.

SELECTIVE PLACEMENT FACTOR: NONE

TIME-IN-GRADE REQUIREMENTS: Candidates applying under the provisions of the Merit Promotion Plan must have completed 52 weeks of service at the GS-11 level to qualify for the GS-12 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-0671 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.

INFORMATION FOR DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) SURPLUS OR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION.

If you are currently a DHHS employee who has received a Reduction in Force (RIF) separation notice of a certificate of expected separation, you may be entitled to special priority selection under the DHHS Career Transition Assistance Program (CTAP). To receive this priority consideration you must:

1. Be a current (DHHS career or career-conditional (tenure group I or II) or be a current IHS excepted appointment (with no time limit) tenure group II excepted/competitive service employee who has received a RIF separation notice or a Certificate of Expected Separation (CES) and, the date of the RIF separation has not passed and you still on the rolls of DHHS. You must submit a copy of the RIF separation notice or CES along with your application.
2. Be applying for a position that is at or below the grade level of the position from which you are being separated. The position must not have a greater promotion potential than the position from which you are being separation.
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.
4. Be currently employed by DHHS in the same 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. Meet the basic qualifications for the position any documented selective factor, physical requirements with any reasonable accommodation and is able to satisfactorily perform the duties of the position without undue interruption.

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 displaced employees.
 - A. Current or former career or career-conditional (tenure group I or II) competitive service employees who:
 1. Received a special RIF separation notice; or
 2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that 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 commuting area. OR
 - B. Former Military Reserve or National Guard Technicians 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 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 factors, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.
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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. Knowledge of and Skills in applying current theories, concepts, practices and techniques of administering a Recruitment and Retention Program
2. Comprehensive knowledge and skills of professional healthcare delivery principles and practices of recruitment and retention.
3. Knowledge of effective marketing techniques in the professional health care system.
4. Knowledge of information systems, internet, computers and computer software.
5. Ability to develop and implement long and short-term policies and program plans.
6. Knowledge of communication, persuasion, negotiation and doing public speaking to promote the facility and a positive manner.

(See attached supplemental questionnaire for definitions).

HOW & WHERE TO APPLY: All applicants, except Commissioned Officers, must submit one of the following to the Gallup Service Unit, Division of Human Resources, P.O. Box 1337, Gallup, New Mexico 87305, or 217 Marguerite Street, by 4:30 p.m. on **05/28/09**. For more information contact Irene Benallie at 505/726-8720.

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.**

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. Current employees with acceptable proof (as identified above) on file in their Official Personnel Folder are still required to submit a copy of the documentation with their application. **Indian Preference will be not given unless the Form BIA-4432 is attached to the application.**

NOTE: "Declaration for Federal Employment" (OF-306), 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. 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 #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;

**SUPPLEMENTAL QUESTIONNAIRE
HEALTH SYSTEM SPECIALIST, GS-671-12**

1. **KNOWLEDGE OF AND SKILLS IN APPLYING CURRENT THEORIES, CONCEPTS, PRACTICES AND TECHNIQUES OF ADMINISTERING A RECRUITMENT AND RETENTION PROGRAM.** The person in this position will be required to manage the program activities of health care professionals with consultants, other recruiters, agencies in the academic arena for the purpose of preparing, initiating, and analysis of recruitment and retention strategies. This person will be responsible for supervision, planning, development, organization, integration, and evaluation of program services to provide effective and efficient services, and to arrive to a best possible solution to specific problems and provide recommendations. What in your background shows you possess this knowledge and skill?

What was the duration of these activities?

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

2. **COMPREHENSIVE KNOWLEDGE AND SKILLS OF PROFESSIONAL HEALTH CARE DELIVERY PRINCIPLES AND PRACTICES OF RECRUITMENT AND RETENTION.** This person must have in depth knowledge of and ability to apply basic principles and practices related to all disciplines being recruited such as physicians, dental officers, radiologists, etc. and support field staff. This includes the knowledge of and skills in applying a wide range of recruitment and retention theories, concepts, practices, laws, rules and regulations to efficiently recruit for a qualified health care provider, support and/or allied health staff. What in your background shows you possess this knowledge and skill?

What was the duration of these activities?

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

3. **KNOWLEDGE OF EFFECTIVE MARKETING TECHNIQUES IN THE PROFESSIONAL HEALTH CARE SYSTEM.** The person in this position must be able to develop and implement a plan for marketing, recruiting, and retaining high quality professionals diverse workforce. The incumbent must use creativity in designing and implementing a marketing strategy and evaluate the effectiveness of strategies and adjust future recruitment efforts. Incumbent must use research concepts to compile the information, identify problems that impact recruitment and retention, develop solutions, and present the information in a clear and organized manner to the Service Unit staff, department heads and the executive team. 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)

4. **KNOWLEDGE OF INFORMATION SYSTEMS, INTERNET, COMPUTERS, AND COMPUTER SOFTWARE.** This person must have working knowledge of information systems, internet, computers, and computer software, i.e., Excel, Power Point, and ACCESS. This knowledge is needed for designing marketing literature, developing presentations, corresponding with potential employees. 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. **ABILITY TO DEVELOP AND IMPLEMENT LONG AND SHORT-TERM POLICIES AND PROGRAM PLANS.** This person must have the ability to develop and implement long and short-term policies and program plans in order to attract and retain professional medical staff.

What was the duration of these activities?

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

6. **KNOWLEDGE OF COMMUNICATION, PERSUASION, NEGOTIATION, AND DOING PUBLIC SPEAKING TO PROMOTE THE FACILITY IN A POSITIVE MANNER.** This person must have written and oral communication skills in order to persuade and negotiate in a positive manner with a variety of people to promote the recruitment and retention program and provide presentations/training. This includes the ability to communicate orally and in writing with all levels of supervisors, employees, professional healthcare providers, as well as community members and staff from other organizations. 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)

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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