

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Whiteriver Indian Health Service
Office of Human Resources, P.O. Box 860
200 West Hospital Drive, Whiteriver, Arizona 85941

Preference in filling vacancies is given to qualified Native American Indian Candidates or Alaska Natives in accordance with the INDIAN PREFERENCE ACT, TITLE 25, US CODE, SECTION 472 & 473. In order than the above, the Indian Health Service is an Equal Opportunity Employer.

ANNOUNCEMENT NUMBER:	OPENING DATE:	CLOSING DATE:
SWR-09-0312	MAY 13, 2009	MAY 19, 2009

POSITION TITLE/SERIES/GRADE: Medical Support Assistant, GS-0679-03/04

STARTING SALARY: GS-03 - \$24,499.00 - \$31,847.00 per annum
GS-04 - \$27,504.00 - \$35,753.00 per annum

PROMOTION POTENTIAL: YES to GS-4

SUPERVISORY/MANAGERIAL: NO

RELOCATION EXPENSES: Not authorized

APPOINTMENT/WORK SCHEDULE: Permanent Position, Full-Time

AREA OF CONSIDERATION: Whiteriver Commuting Area

DUTY LOCATIONS: Family Care Unit, Nursing Department,
Whiteriver Indian Hospital, Whiteriver, Arizona

JOB DESCRIPTION: This position is located in the PHS Indian Hospital, Whiteriver, Arizona and functions as a Medical Support Assistant in the Family Care Unit. The purpose of the position is to function as medical clerical support in the care and treatment provided to the neonatal, adolescent, adult, and geriatric patients, with a variety of medical, surgical, geriatric, pediatric and gynecological health maintenance needs. May be required to rotate to obstetrical, and emergency settings, with documented competency levels

WHO MAY APPLY: All Sources. Federal employment status is not required. U.S. citizenship is required.

- Excepted Service Examining Plan Candidates (ESEP) – Individuals entitled to Indian Preference who wish to be considered for excepted appointment in IHS, under authority of 5 CFR, Part 213, Schedule A 213.3116(B)(8).
- Merit Promotion Plan Candidates (MPP) – Current permanent competitive Federal status employees, reinstatement eligible, and current IHS Indian Preference individuals and/or individuals who are eligible for excepted appointment in IHS under some other authority (e.g., handicapped authority, etc).
- PHS Commissioned Corps Officers – Current active or inactive Commissioned Officers may apply.
- Veteran's Preference - Preference eligible veterans who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply.

Indian Preference applicants must indicate on their applications whether they are applying under the MPP, ESEP, or both. If not indicated, they will be considered under the MPP.

Qualified disabled applicants (Rehabilitation Act of 1973) and disabled veterans with 30% or more disability are encouraged to apply. Reasonable accommodations will be made for qualified applicants with disabilities, except when doing so would impose undue hardship on the Indian Health Service.

CONDITIONS OF EMPLOYMENT:

1. Selectee(s) are required to be immunized against Measles and Rubella and provide documentation prior to or at the time of their start date. Special consideration may be allowed to individuals who are allergic to a component of the vaccine or are currently pregnant. Selectee must have documented immunity to Rubella and Measles.
2. Selectee(s) are required to complete Security questionnaire and fingerprint chart for investigative purposes under PL 101-630 Indian Child Protection and Family Violence Prevention Act. Persons, who have been arrested for or

charged with a crime involving a child, or violent crime against a person, are not eligible for employment with IHS under PL 101-630.

3. Selectee(s) are required to complete a “Declaration of Federal Employment – Optional Form 306” to determine your suitability for Federal Employment, and to certify the accuracy of all the information in your application. Persons making false statements in any part of the application may not be hired; or fired after employment starts; or may be fined.
4. Males born after December 31, 1959 are required to be registered with the Selective Service System in order to be eligible for employment with the Federal Government.
5. Selectee(s) are required to have a viable bank account at a financial institution for electronic direct deposit of salary payment.
6. Some service units operate under extended service hours 7 days per week.
7. The incumbent may be required to travel and must possess a valid driver’s license.

QUALIFICATION REQUIREMENTS:

Your description of work experience, level of responsibility, and accomplishments will be used to determine that you meet these requirements. Applicants must meet the experience and/or education as follows:

GRADE	EXPERIENCE		EDUCATION
	GENERAL	SPECIALIZED	
GS-3	6 months	None	1 year above high school.
GS-4	1 year	None	2 years above high school.

General Experience: (1) Any type of work that demonstrates the applicant’s ability to perform the work of the position, or (2) experience that provided a familiarity with the subject matter or processes of the broad subject area of the occupation.

Office Automation is defined as: The practical use of electronic systems to provide general clerical office support. Such positions require significant knowledge of office automation systems and are a fully qualified typist to perform word processing duties. Some example of the software packages: Work Processing, Electronic Spreadsheet, Database Management, Desktop publishing, Graphics, Program Management, Calendar, and Electronic Mail

****Transcripts must be provided if you substitute education for experience.**

Proficiency Requirements: Applicants may meet these requirements by passing the appropriate performance test, presenting a certificate of proficiency from a school or other organization authorized to issue such certificates by the Office of Personnel Management local office, or by self-certifying their proficiency. Performance test results and certificates of proficiency are acceptable for 3 years. Agencies may verify proficiency skills of self-certified applicants by administering the appropriate performance test.

TIME IN GRADE: Candidates must have completed at least one year of service in a position no more than one grade lower than the position to be filled. (If selected under the Excepted Service Examining Plan, such individuals may be appointed under Schedule A authority without regard to Time-In-Grade requirements.)

LEGAL AND REGULATORY REQUIRMENTS: Candidates must meet time-after competitive appointment, time-in-grade, and qualification requirements within 30 calendar days after the closing date of the vacancy announcement.

METHODS OF EVALUATION: Evaluation is made on the basis of appropriate education, experience, performance appraisals, training, self-development, outside activities and special awards. Experience related to tribal involvement and to Indian community projects will also be evaluated. Applicants will also be evaluated on the following ranking factors, i.e., Knowledge, Skills, and Abilities (KSA’s).

If found qualified, your score will range from 70-100 points (not including points that may be assigned for Veteran’s Preference) and will be based on your responses to the questions and information stated in your application. Please follow all instructions carefully as errors and omissions may affect your score. Your score is critical for you being referred for the job. You will be deemed well qualified if you score 85 and above.

SUPPLEMENTAL QUESTIONNAIRE on KNOWLEDGE, SKILLS, AND ABILITIES (KSA): On a separate sheet of paper, discuss how you performed (or have potential to develop) the particular knowledge, skill, or abilities listed below. (Failure to submit written responses as part of your application may result in an ineligible rating.)

KSA's for Medical Support Assistant (OA), GS-0679-03/04:

1. Knowledge and skills in operating PC computer, including various software programs such as ARMS, RPMS, ITAS and EHR.
 2. Ability and skill in setting up and maintaining charts/EHR, transcribing doctors orders, and filing medical documentation.
 3. Ability to greet, screen and refer telephone calls. Provide information to callers and visitors.
 4. Knowledge of secretarial support tasks and medical terminology.
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HOW TO APPLY/REQUIRED FORMS:

1. Applicants may use on the following to apply: (1) OF-612 Optional Application for Federal Employment, **or** (2) Resume (see requirements in **Attachment A**).
2. If claiming Indian Preference, BIA 4432 "Verification of Indian Preference for Employment in BIA and IHS".
3. If claiming Veteran's Preference, copy of DD-214 Form, and SF-15 if claiming 10 point Veteran's Preference.
4. Copy of latest Personnel Action (SF-50), if a current or formal employee, and/or if requesting Reinstatement Eligibility.
5. Copies of college transcripts. Education will not be given credit without them. To claim credit or if you are substituting education for experience, you are required to provided evidence of the education by providing a copy of your official transcripts. No credit will be given without your transcript.
6. Completed PL 101-630 Questionnaire (**Child Care Form - form attached**)
7. Completed Selective Service Registration Form (**form attached**)
8. Written Responses to the Knowledge, Skills, and Abilities (KSA). **OPTIONAL** ~ failure to submit may result in an ineligible rating or substantially lower score.
9. Commissioned Corps Officer: (1) Curriculum Vitae, (2) complete PL 101-630 Questionnaire, (3) latest COER, and (4) current Billet Description, and (5) BIA FORM 4432 if claiming Indian Preference.

Application and required forms must be identified by this announcement number and submitted to the address below:

Office of Human Resources
ATTN: Berlinda Sue Hopper, (SWR-09-0312)
Whiteriver Service Unit
P.O. Box 860 **Phone: (928) 338-3558**
Whiteriver, AZ 85941 **Fax: (928) 338-3534**

Facsimile is acceptable – this office is not responsible for incomplete transmission. All submitted materials are subject to retention by this office. You should duplicate and retain copies, since requests for copies will not be honored. Additional information regarding Federal job opening can be obtained at www.opm.gov, or at USAJOBS www.usajobs.opm.gov or check the IHS Website at www.ihs.gov. All documents are subject to the provision of the Privacy Act (PL 93-579) and become the property of Department of Health and Human Services (DHHS).

Additional selections of candidates may be possible within 90 days from the date the certificate of eligible is issued for this announcement, for filing additional or similar positions.

Human Resource Specialist: (Call 928-338-3559 to contact a Human Resources Specialist.) Date: 05/12/2009

IHS-OPERATED PROPRTIES ARE "TOBACCO FREE"

ATTACHMENT A

Resume Requirements - Your resume or other application format must contain the following information to allow for qualification determination.

- Identify your application/resume by the announcement number, title and grade(s)
- Full Name (first, middle, last ~ include other names used, i.e., maiden name)
- Mailing Address
- Phone Number where you can be reached
- Email Address (if applicable)
- Social Security Number
- Country of citizenship
- Education: list high school and colleges attended, type of degree (list major) received, date of degrees conferred, and city and state of school.
- Work Experience: (include non-paid work as well as paid)
 - Job Title (if Federal employment, indicate series and grade)
 - Duties and Accomplishments
 - Employer's name and Address
 - Employer's name and phone number
 - Starting and ending dates of employment (month/year)
 - Hours of work per week
 - Salary
 - Indicate if you do not want us to contact your current supervisor
(if not specified, it will be assumed that we may do so)
- List job related training (title, year obtained, hours of training)
- Honors or awards received
- License or certificates obtained (submit with application)
- Special accomplishments (i.e., publications, memberships, leadership and community recognition, etc)

Indicate if you do not want your current supervisor contacted for reference purposes.

ATTACHMENT B

1. You may be eligible for special selection priority consideration under the Career Transition Assistant Program (CTAP) if you are a current career or career-conditional (tenure group I or II) employee of the DHHS Agency at the GS-15 grade level or below or equivalent, and who has received a specific RIF separation notice or a Certificate of Expected Separation indication your job is surplus, or notice of removal for declining a directed reassignment or transfer of function outside the local commuting area. To qualify for special selection priority consideration under CTAP you MUST also meet the criteria shown in paragraph 3 below.
2. You may be eligible for special selection priority consideration under the Interagency Career Transition Assistance Program (ICTAP) if you are a current or former career-conditional (tenure group I or II) employee of any agency in the competitive service at the GS-15 grade level or below or equivalent, who has received a specific RIF separation notice or a notice of proposed removal for declining a directed reassignment or transfer of function outside the local commuting area. You may also be eligible if you were separated because of a compensable injury and your compensation has been terminated; or you retired with a disability and your disability annuity has been or is being terminated; or you were in receipt of a RIF separation notice and retired on the effective date of the RIF or under discontinued service; or you are a former Military Reserve Technician or National Guard Technician who is receiving a special disability retirement annuity from OPM. To qualify for special selection priority consideration under ICTAP you MUST also meet the criteria shown in paragraph 3 below.
3. To qualify for special selection priority consideration under CTAP or ICTAP for this vacancy, you MUST also meet ALL of the following:
 - (a) Have a current or last performance rating of record of at least fully successful or equivalent. A copy MUST be submitted with your application package. (Note: this requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).
 - (b) Be applying for a position at or below the grade level from which you will be, or have been separated, and which does not have a greater promotion potential than the position from which you will be, or have been separated.
 - (c) Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
 - (d) File your application by the vacancy announcement closing date and meet all the applicable criteria. Your application MUST include ALL documents that support your claim of eligibility for priority consideration – RIF separation notice, or notice of proposed removal for declining a directed reassignment or transfer of function to another commuting area; SF-50 Notification of Personnel Action, showing that they were separated as a result of RIF, or declining a transfer of function or directed reassignment to another area; official certification from an agency stating that it cannot place an individual whose injury compensation has been or is being terminated; or official notification from the Military Department or National Guard Bureau that the employee has retired under 5 USC 8337(h) Or 8456.
 - (e) Be rated “well qualified” for this position. A numerical rating of 85 is considered to be well qualified for this position.

APPLICANT'S STATEMENT OF SELECTIVE SERVICE REGISTRATION STATUS

If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law {5 U.S.C. 3328} requires that you must be registered with the Selective Service law, unless you meet certain exemptions under Selective Service law. If you are required to register but knowingly and willfully fail to do so, you are ineligible for employment by executive agencies of the Federal Government.

CERTIFICATION OF REGISTRATION STATUS

Check one:

- I certify I am registered with the Selective Service System.
- I certify I have been determined by the Selective Service to be exempt from the registration provisions of Selective Service law.
- I certify I have not registered with the Selective Service System.
- I certify I have not reached my 18th birthday and understand I am required by law to register at that time.

NON-REGISTRANTS UNDER AGE 26

If you are under age 26 and have not registered as required, you should register promptly at a United States Post Office or consular office if you are outside the United States.

NON-REGISTRANTS AGE 26 OR OVER

If you were born in 1960 or later, are 26 years of age or older, and were required to register but did not do so, you can no longer register under Selective Service law. According, you are not eligible for appointment to an executive agency unless you can prove to the Office of Personnel Management (OPM) that your failure to register was neither knowing nor willful. You may request an OPM decision through the agency that was considering you for employment by returning this statement with your written request for an OPM determination together with an explanation and documentation you wish to furnish to prove that your failure to register was neither knowing nor willful.

PRIVACY ACT STATEMENT

Because information on your registration status is essential for determining whether you are in compliance with 5 U.S.C. 3328, failure to provide the information requested by this statement will prevent any further consideration of your application for appointment. This information is subject to verification with the Selective Service System and may be furnished to other Federal agencies for law enforcement or other authorized use in implementing this law.

FALSE STATEMENT NOTIFICATION

A false statement may be grounds for not hiring you, or for firing you if you have already begun work. Also, you may be punished by fine or imprisonment (Section 1001 of title 18, United States Code).

Legal signature of individual {please use ink}

Date signed {please use ink}

PHOENIX AREA OFFICE
PERSONNEL MANAGEMENT BRANCH

SELF-CERTIFICATION STATEMENT

All clerical (Typing and stenography) positions filled by the Phoenix Area Office, Indian Health Service, require applicants to possess full capability to perform typing and/or stenography tasks. If you have the abilities listed below, please sign and date the self-certification statement and submit it along with your OF-612, "Personnel Qualification Statement", to the Area Personnel Office.

To be eligible for Clerk-Typist/Secretary (Typing) positions, you must be able to:

1. Type 40 words per minute; words per minute are based on a five minute sample with three or fewer errors.
2. Properly lay out and space correspondence and other documents of similar complexity.
3. Identify basic grammatical errors and correct spelling and punctuation.

To be eligible for Clerk-Stenographer/Secretary-Stenographer positions you must be able to:

1. Perform the Clerk-Typist duties as defined above.
2. Take shorthand at the rate of 80 words per minute.

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

TYPING _____ STENOGRAPHER _____

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.

Signature

Date