

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Whiteriver Indian Health Service
Office of Human Resources, PO Box 860
200 West Hospital Drive, Whiteriver, AZ 8550-0860

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 other than the above, the Indian Health Service is an Equal Opportunity Employer.

ANNOUNCEMENT NUMBER: SWR-10-0072	OPENING DATE: 11-18-2009	CLOSING DATE: 11-24-2009
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POSITION TITLE/SERIES/GRADE:	Medical Support Assistant (OA), GS-0679-04
SALARY:	GS-04: \$27,504.00 - \$35,753.00 per annum
PROMOTION POTENTIAL:	No
SUPERVISORY/MANAGERIAL:	No
RELOCATION EXPENSES/HOUSING:	No
NUMBER OF POSITIONS:	One
APPOINTMENT/WORK SCHEDULE:	(1) Permanent Full-Time
AREA OF CONSIDERATION:	Whiteriver/Cibecue Community Area
DUTY LOCATIONS:	Outpatient Department, Whiteriver Service Unit, Whiteriver, AZ

JOB DESCRIPTION: This position requires the performance of a variety of medical clerical duties associated with the care and treatment provided to patients. Performs function such as answering the telephone, routing phone calls to the appropriate clinic, assists patients with making appointments, assures appointment slips are mailed in a timely manner, and assists medical & nursing providers with sending laboratory & radiology requests, etc. via the electronic health record. Must have knowledge of medical terminology and skill in the use computers. Promotes safety and risk management initiatives on the unit to help ensure patients, visitors, and staff security. May be required to rotate to the Family Care Unit, Obstetrical, Emergency setting, and Cibecue Health Center. Other duties as assigned.

WHO MAY APPLY: 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). 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.
- *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 eligible for active duty Commissioned Officers may apply.
- *Veteran's Preference* - When applying for Federal Jobs, eligible veterans should claim preference on their application or resume. Applicants claiming 10-point preference must complete an SF-15, Application for 10-Point Veteran Preference. Veterans who are still in the service may be granted 5 points tentative preference on the basis of the information contained in their applications, but they must produce a DD-214 (Member 4 copy) prior to the appointment to document entitlement to preference. For more information on Veteran's Preference, please visit: <http://www.opm.gov/veterans/html/vetsinfo.asp>
- *Non-Competitive Candidates* - Applications will 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).

Applications will be evaluated separately for Federal employees who have competitive status and candidates from other sources. If you want consideration under all plans (ESEP/MPP), please submit applications to the announcement.

REASONABLE ACCOMMODATION: 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. If you need reasonable accommodation for any part of the application process please contact the Human Resources Office. The decision on granting reasonable accommodation will be on a case-by-case basis.

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

Excepted Service Indian Preference applicants, both those who apply under the Excepted Service Examining Plan (ESEP) and those who are currently on permanent appointment in Indian Health Service, will be rated in accordance with the Indian Health Service Excepted Service Qualification Standards (if established). Normally, Competitive Service Indian Preference applicants will be rated in accordance with the Office of Personnel Management (OPM) Qualification Standards Handbook, however, these applicants who wish to be considered under the ESEP will be rated separately under the HIS Excepted Service Qualification Standards, or under both standards, if requested. All Non-Indian Preference will be considered under OPM Qualification Standards. The two Qualification Standards are essentially the same; however, any Time-In-Grade requirements will not apply to ESEP applicants. Your description of work experience, level of responsibility, and accomplishments will be used to determine that you meet these requirements.

GRADE	EXPERIENCE		EDUCATION
	GENERAL	SPECIALIZED	
GS-4	6 months	6 months	Successful completion of 2 years of study that included at least 12 semester hours in subject related to the position.

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.

Specialized Experience: Positions in this series range widely in type and include support duties to medical or health personnel such as audiologists, speech pathologists, medical officers, and optometrists. Therefore, technician experience is experience that required application of the knowledge, methods and techniques of the position to be filled.

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 Health Record and Mail.

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.

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

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 REQUIREMENTS: 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).

SUPPLEMENTAL QUESTIONNAIRE on KNOWLEDGE, SKILLS, AND ABILITIES (KSA):

Your responses to the KNOWLEDGE, SKILLS, AND ABILITIES (KSAs) will be evaluated to determine the degree to which your

skills match this position. If found qualified, your score will range from 70-100 points (not including points that may be assigned for Veterans' Preference). You will be deemed "Well Qualified" if you score 85 and above.

On a *separate sheet of paper* answer the following questions in a narrative format – each KSA must be responded to separately. When describing your knowledge, skills, and abilities, be sure to give examples and explain how often you used these skills, the complexity of the knowledge you possessed, the level of the people you interacted with, the sensitivity of the issues you handled, etc.

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

1. Knowledge of medical terminology.
2. Knowledge of medical record procedures and legal requirements.
3. Knowledge and skills in operating a PC computer, including various software programs such as ARMS, RPMS, and ITAS.
4. Able to complete lab slips (including LAB package), x-rays and referrals.

ICTAP/CTAP: Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. Basis for Rating for definition of 'well qualified' is a numerical rating of 85, determined from your responses to the KSAs (see 'Knowledge, Skills, and Abilities' section above).

Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.

HOW TO APPLY:

Your resume and/or supporting documents will be verified. Please follow all instructions carefully as errors or omissions may affect your rating and/or consideration for employment.

We will hire at any of the grades shown in this announcement. You are encouraged to identify the grade level(s)/salary for which you wish to be considered in a cover letter. If not indicated, we will only consider you at the highest grade which you qualify for.

REQUIRED FORMS (Incomplete applications will not be considered):

1. Applicants may use one of the following to apply:
 - A) OF-612, Optional Application for Federal Employment, available at: http://www.opm.gov/forms/pdf_fill/of612.pdf, or
 - B) Resume that must include **1) starting and ending dates of employment in month/year format and 2) hours of work per week. Example: Jan 08 – Dec 08, 40 hrs/wk** (see Attachment A for additional information).
2. Completed PL 101-630 Questionnaire (Indian Child Care Worker Position), form attached.
3. Copy of your college transcripts. Unofficial copies are acceptable but official transcripts will be required if selected.
4. Copy of requested Selective Placement Factor document: (Insert requested document), (see the Selective Placement Factor definition under the "Qualification Requirements" section above). Failure to submit document will result in loss of consideration. **(ONLY IF APPLICABLE).**
5. Written responses to the Knowledge, Skills, and Abilities (KSA). Optional, failure to submit may result in a substantially lower score.
6. If claiming Indian Preference please submit your BIA Form 4432, "Verification of Indian Preference for Employment in BIA and IHS." May be obtained from your tribal enrollment office in most cases. Certificates of Indian Blood (CIB) and Tribal IDs are NOT ACCEPTABLE documents.
7. If claiming Veteran's Preference please submit a copy of your DD-214 Form (Member 4 copy). Applicants claiming 10-point veteran's preference should provide a copy of the DD-214 and the SF-15 to claim 10 point Veterans Preference. SF-15 available here: http://www.opm.gov/forms/pdf_fill/SF15.pdf
8. If a current or former employee, and/or if requesting Reinstatement Eligibility please submit a copy of your latest SF-50, Notification of Personnel Action.
9. Commissioned Corps Officer: (1) Curriculum Vitae, (2) Completed PL 101-630 Questionnaire (form attached), (3) Latest COER, (4) Current Billet Description, and (5) BIA FORM 4432, if claiming Indian Preference.

All submitted materials are subject to retention by this office. 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). You should duplicate and retain copies, since requests for copies will not be honored.

Your application and required forms must be received no later than the closing date of this announcement:

- Mailed or hand-carried applications to the address below prior to 5:00 PM MST, or
- Fax applications, include a fax cover page with the vacancy announcement number and total number of pages being sent, before 11:59 PM MST (this office is not responsible for incomplete transmissions), or
- Completed E-mailed application packets (see "Required Forms" above) will be accepted to: SWR.PAIHSJobs@ihs.gov before 11:59 PM MST. You must include the vacancy announcement number in the subject box, failure to do so will result in loss of consideration. Once your application is received it will be printed for the recruit file and then deleted.

NO ADDITIONAL INFORMATION WILL BE SOLICITED FROM APPLICANTS.

Your application must be identified by this announcement number and submitted to the address below:

**Office of Human Resources
Attn: Berlinda Sue Hopper, HRS (SWR-10-0072)
Whiteriver Indian Health Service
PO Box 860
200 West Hospital Drive
Whiteriver, AZ 85941**

**Phone: (928) 338-3558
Fax: (928) 338-3534**

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 928-338-3558 to contact a Human Resources Specialist) Date: 11-17-2009

WHAT TO EXPECT NEXT:

Once the announcement closes we will conduct an evaluation of your qualifications and determine your eligibility. Eligible candidates will be referred to the hiring manager with qualified Indian Preference applicants receiving first consideration. We expect to make a selection within 30 days of the closing date of this announcement. You will be notified of the outcome via mailed correspondence.

IHS – OPERATED PROPERTIES ARE "TABACCO 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.

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: Medical Support Assistant (OA) **Announcement Number:** SWR-10-0072

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 YES, 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 YES, 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.**