



DEPARTMENT OF HEALTH AND HUMAN SERVICES  
PUBLIC HEALTH SERVICE, INDIAN HEALTH SERVICE  
TUCSON AREA OFFICE, TUCSON ARIZONA



VACANCY ANNOUNCEMENT

**REANNOUNCEMENT:** Vacancy Announcement SWR-09-0159 is re-posted to solicit additional applications. Applicants who previously applied to this announcement need not reapply unless submitting updated and/or missing information.

**ANNOUNCEMENT NUMBER:** SWR-09-0159-1

**OPEN:** April 24, 2009

**CLOSE:** May 14, 2009

**POSITION TITLE/SERIES/GRADE:** Supervisory Health Systems Specialist  
GS-0671-13

**VACANCIES:** One (1)

**SALARY RANGE:** \$80,402 - \$104,525 Per Annum

**AREA OF CONSIDERATION:** Merit Promotion Plan/Excepted Service Examining Plan candidates, Veteran's Preference candidates, and Commissioned Corp Officers. For a brief description of hiring plans please visit this website:

<http://www.ihs.gov/JobCareerDevelop/JobAtIHS/>

- Excepted Service Examining Plan Candidates (ESEP) – Individuals entitled to Indian Preference who wish to be considered for excepted appointment in the Indian Health Service (IHS), under authority 5 CFR, Part 213, Schedule A 213.3116 (b) (8). Preston Qualification Standards will be applied.
- Merit Promotion Plan Candidates (MPP) – Current permanent competitive Federal status employees, reinstatement eligibles, 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).
- Veteran's Preference – 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.
- Commissioned Officer: It is the responsibility of the Officer to submit sufficient information to permit the Human Resources Office to determine whether the Officer meets the qualification requirements, including any selective placement factor.

**APPOINTMENT TYPE:** Permanent Full-Time

**ORGANIZATION/DUTY STATION:** DHHS PHS IHS Tucson Area Office, Division of Administration & Management, Revenue Enhancement Branch, Tucson, AZ

**HUMAN RESOURCES OFFICE:** Southwest Region Human Resources Office, 7900 S. J Stock Road, Tucson, AZ 85746 (520) 295-2434

**CONDITIONS OF EMPLOYMENT:**

- No government housing provided.
- The Tucson Area Indian Health Service is a smoke-free work environment.
- Male applicants born after December 31, 1959, must certify that they have registered with the Selective Service System or are exempt from having to do so under the Selective Service Law.
- Selectee born after 1956 must present proof of immunity to measles and rubella or be vaccinated before their appointment (subject to certain exemptions).
- A selectee to this position is subject to a background security investigation.
- A selectee of this position may be required to satisfactorily complete a one-year probationary period.

**TRAVEL and RELOCATION:** Travel and relocation expenses are authorized under governing Federal Travel Regulations.

**DESCRIPTION OF DUTIES:** The incumbent serves as Director of the Revenue Enhancement Branch. **Supervisory/Administrative Functions – 35%:** Directs and oversees work of subordinate supervisor and provides technical supervision to Business Office and Patient Registration staff. Coordinates the operations for distinct reimbursement programs, i.e., Medicare, Medicaid, Private Insurance, etc., and has overall responsibility for maintaining and improving the reimbursement system in compliance with all applicable rules and regulations. Serves as principle advisor on all matters pertaining to revenue enhancement and provides resource and contact for third party reimbursement programs. Works closely with information technology staff to resolve data processing errors; coordinates Medicaid billing; and, develops enhancement strategies regarding automation and information systems. **Internal Controls and Program Planning – 35%:** Provides oversight of the patient account management program and

ensures compliance with Internal Controls Policy, which includes that documented processes and procedures are in place for receiving and posting collections and make adjustments, refunds, unallocated cash, denials and transfers between entities. Serves as systems manager for all Resource and Patient Management System (RPMS) and Business Office applications. Coordinates installation, training, enhancement suggestions, and liaison with development centers to maximize the efficient utilization of available tools. Establishes management controls and tracking tools to monitor assignments, tasks, and performance standards. Researches variances within the financial information and provides documented explanation, identifying risks and suggesting solutions and/or making proper adjustments to subsidiary transactions as necessary; maintains reports and records for all third party transactions.

**Ancillary Functions – 30%:** Through subordinate supervisor, directs activities of the Business Office, Patient Registration, and Alternate Resources functions. Makes final determinations on direct care eligibility for all individuals seeking care who have not previously established eligibility or whose eligibility might be in question. Exercises delegated authority to make a preliminary determination in cases of questionable eligibility and probable third party liability. Performs other duties as assigned.

**This position requires access to the Unified Financial Management System (UFMS) and will require Level V Background/Security clearance.**

**SELECTIVE PLACEMENT FACTOR:** None

**QUALIFICATION REQUIREMENTS:** Candidates must have had experience as described below. Your description of work experience, level of responsibility, and accomplishments will be used to determine that you meet these requirements. NOTE: Applicants will be required to sign Optional Form 306, Declaration for Federal Employment, certifying to the accuracy and truthfulness of the information provided in their application.

GS-13: One year of specialized experience equivalent to at least GS-12.

Specialized Experience (for positions above GS-5): 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 health care 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.

**Supervisory or Managerial Abilities:** Candidates must have demonstrated in their work experience or training that they possess, or have the potential to develop, the qualities of successful supervision, as listed below:

- Assign to and review work of subordinates, train and work effectively with subordinates from a variety of backgrounds and with different levels/areas of training.
- Accomplish the quality and quantity of work expected within set limits of cost and time.
- Plan own work and carry out assignments effectively.
- Communicate with others effectively both orally and in writing in working out solutions to problems or questions relating to the work.
- Understand and further management goals as these affect day-to-day work operations.
- Develop improvements in or design new work methods and procedures.
- Deal effectively with individuals or groups representing widely divergent backgrounds, interests, and points of view.
- Plan and adjust work operations to meet changing or emergency program or production requirements within available resources and with minimum sacrifice of quantity or quality of work.
- Establish program objectives or performance goals and assess progress toward their achievement.
- Coordinate and integrate the work activities and resources of several organizational segments or of several different projects.
- Analyze organization and operational problems and develop timely and economical solutions.
- Represent the activity both within and outside the organization or agency to gain support for the agency's program goals.

**Personal Attributes:** The attributes listed below are important to success in supervisory or managerial positions at all supervisory levels. Accordingly, candidates for all supervisory positions must demonstrate all of the following personal qualities:

- Objectivity and fairness in judging people on their ability, and situations on the facts and circumstances;
- Capacity to adjust to change, work pressures, or difficult situations without undue stress;
- Willingness to consider new ideas or divergent points of view; and
- Capacity to "see the job through."

**QUALITY OF EXPERIENCE:** Experience must have been at a level of difficulty comparable to the next lower grade in the Federal service. It is an applicant's responsibility to provide documentation or proof that he/she has met the qualification requirements of the position. Reference inquiries, including contacts with candidate's instructors, supervisors, or employers may be made to obtain further information about the candidate's professional qualification for the position.

**LEGAL AND REGULATORY REQUIREMENTS:** Candidates must meet time after competitive appointment, time-in-grade, and qualification requirements by the closing date of the announcement. If selected under the Excepted Service Examining Plan (ESEP) time-in-grade requirements do not apply.

**KNOWLEDGE SKILLS, AND ABILITIES (KSAs) REQUIRED:** Applicants who meet the basic qualification requirements described in this announcement will be further evaluated by determining the extent to which their work or related experience, education, training, awards, outside activities, and performance appraisal, etc., indicate they possess the knowledge, skills, and abilities described below. All applicants should provide clear, concise examples that show level of accomplishment or degree to which they possess the KSAs on a separate attachment. The information provided will be used to determine the "best qualified" candidates.

1. Ability to manage subordinate support services staff.
2. Knowledge of internal controls and program planning.
3. Knowledge of Business Office functions.
4. Knowledge of patient registration functions.
5. Knowledge of alternate resources.
6. Knowledge of data management concepts and methods.
7. Ability to communicate effectively orally.

**Benefits:**

You may participate in the Federal Employees Health Benefits program, with costs shared with your employer. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#FEHB>.

Life insurance coverage is provided. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#life>

Long-Term Care Insurance is offered and carries into your retirement. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#ltci>

New employees are automatically covered by the Federal Employees Retirement System (FERS). If you are transferring from another agency and covered by CSRS, you may continue in this program. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#retr>

You will earn annual vacation leave. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#VACA>

You will earn sick leave. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#SKLV>

You will be paid for federal holidays that fall within your regularly scheduled tour of duty. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#HOLI>

**HOW TO APPLY:** Interested applicants must submit one of the following:

- (1) OF-612, Optional Application for Federal Employment; *or*
- (2) Resume; *or*
- (3) Any other written application.

To: Tucson Area Indian Health Service  
 Attention: SW Region Human Resources Office  
 7900 South J Stock Road  
 Tucson, AZ 85746

Facsimile is acceptable to (520) 295-2438 – this office is not responsible for unsuccessful transmissions. You should duplicate and retain copies since all submitted materials are subject to the provision of the Privacy Act (PL 93-579) and become the property of the Department of Health and Human Services (DHHS). **E-MAILED DOCUMENTS WILL NOT BE ACCEPTED.**

For additional information or to obtain a copy of the vacancy announcement or forms, you may:

- (1) call the Human Resources office at 520- 295-2434 or,
- (2) visit the OPM website at [www.jobsearch.usajobs.opm.gov/](http://www.jobsearch.usajobs.opm.gov/) or the IHS website at [www.ihs.gov/JobCareerDevelop/Job\\_index.asp](http://www.ihs.gov/JobCareerDevelop/Job_index.asp)

#### **SEPARATE ATTACHMENTS REQUIRED IN ADDITION TO COMPLETE APPLICATION PACKET:**

1. If claiming Indian Preference a properly completed Form BIA-4432, *Verification of Indian Preference for Employment*, must be submitted. Indian Preference will not be given unless Form BIA-4432 is attached to the application. Current Federal employees claiming Indian Preference are required to submit a properly completed Form BIA-4432.
2. Narrative statements with specific responses to the Knowledge, Skills and Abilities (KSAs) and/or Selective Placement Factor identified for this position. One page per KSA.
3. Optional Form 306, *Declaration for Federal Employment*, **MANDATORY** for all positions.
4. Addendum to Declaration for Federal Employment - IHS-Child Care & Indian Child Care Worker Positions– **MANDATORY** for positions that require regular contact or control over children.
5. If Veteran preference eligible – Submit evidence of eligibility, i.e., DD-214, *Certificate of Release or Discharge from Active Duty*, or SF-15, *Application for 10-Point Veteran Preference* and the proof requested on the form.
6. If current or former Federal employee - SF-50B, *Notification of Personnel Action*.
7. If PHS Commissioned Corps applicant - Copy of Personnel Order.
8. Copies of current/active license or certification.
9. Original College transcript(s).
10. Copy of most current performance evaluation.

#### **INFORMATION NEEDED ON APPLICATION / RESUME**

1. Announcement number and title and grade(s) of the job you are applying for; full name, mailing address (with zip code) and day and evening telephone numbers; Social Security Number; Country of citizenship.
2. Highest Federal civilian grade held (also give job series and dates held).
3. High School – Name, city, state (zip code, if known), date of diploma or GED.
4. Colleges or universities – Name, city, state (zip code, if known), majors, type and year of any degrees received (if no degree, show total credits earned and indicate whether semester or quarter hours). **Attach transcript(s)**.
5. Residency training - Indicate specialty; name and location of hospital, name of program director, dates attended (month/year), date certificate received (if applicable).
6. Certification by a Specialty Board – Indicate if you are eligible for certification by an American Specialty Board or if you are board certified. Indicate name of specialty board and date (month/year) of certification or eligibility (if applicable).
7. Work Experience (paid and unpaid) – Job title, duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (**month/year**), **hours per week**, salary and indicate if we may contact your current supervisor.
8. Job-related training courses (title and year), honors, awards and special accomplishments, (i.e., publications, memberships in professional or honor societies), leadership activities, public speaking and performance awards.
9. Job-related skills, for example, other languages, computer software/hardware, tools, machinery, typing speed.

**Application Instructions for Public Health Service Commissioned Corps Candidates:** Your resume or curriculum vitae must contain all the information listed in HOW TO APPLY in sufficient detail to enable the Human Resources Office to make a determination that you have the required qualifications for the position. A narrative statement addressing specific information related to any knowledge, skills and abilities, which are being used as a selective and/or evaluative factor is required. Proof of an appropriate license, if applicable, must also be provided. Applicants claiming Indian Preference must submit proof on Form BIA-4432 and will be evaluated against the applicable Preston Standard or the Civil Service, if no Preston Standard exists. Candidates must meet full qualification requirements. If your resume or curriculum vitae does not provide all the information requested in the job announcement, you may lose consideration for the position. Submit a copy of your personnel order.

#### **Other Information:**

Applications, resumes or other written application format must contain all of the information listed above in sufficient detail to enable the Human Resources Office to make a determination that you have the required qualifications for the position. If your application, resume or other written application format does not contain all the information and forms requested in the announcement, you may lose consideration for this job.

APPLICATIONS WITH REQUIRED FORMS MUST BE RECEIVED IN OUR OFFICE NO LATER THAN 5:00 P.M. ON THE CLOSING DATE OF THE ANNOUNCEMENT. **NO ADDITIONAL INFORMATION WILL BE SOLICITED FROM APPLICANTS.**

Preference in filling vacancies is given to qualified Indian Preference candidates in accordance with the Indian Preference Act (Title 25, United States Code, Sections 472 and 473).

Applicants or current Federal employees claiming Indian Preference must indicate on their application packet, if they wish to be considered under the Merit Promotion Plan (MPP), the Excepted Service Examining Plan (ESEP), or both. If not, they will be considered under the MPP only.

Proof of U.S. Citizenship is required for an appointment to the Indian Health Service. The Director, IHS may grant an exception to this policy for appointments to excepted positions, provided that the current appropriations act permits IHS to pay citizens from the country where the applicant is from.

Additional selections may be made within 90 days from the date a Candidate Referral Roster is issued, if the position becomes vacant or to fill an identical additional position.

Employees, who received a buyout and subsequently return to positions in Federal agencies, whether by re-employment or contracts for personal services, are generally obligated to repay the full amount of the buyout to the agency that paid it.

If position is advertised at multiple grade levels, it can be filled at a lower grade than the full performance level. Advancement to the next grade without further competition is possible, once all legal and regulatory requirements are met; however, such advancement is neither automatic nor guaranteed.

The Tucson Area Indian Health Service provides reasonable accommodations to applicants with disabilities. If you need reasonable accommodation for any part of the application and hiring process, please notify the Human Resources Management Branch at (520) 295-2435. The decision on granting reasonable accommodation will be on a case-by-case basis.

The Department of Health and Human Services is an equal opportunity employer. The Department does not discriminate in employment decisions on the basis of race, color, religion, gender, national origin, age, disability or sexual orientation.

**AREA INFORMATION:** The Tucson Area encompasses the Pascua Yaqui (pah.skwah ya.ke) and Tohono O'odham (to.ho.no aah.tum) Indian Reservations. The Sells Service Unit (SSU) is the primary source of health care for the approximately 24,000 people of the Tohono O'odham Nation. The Sells Service Unit consists of an American Hospital Association affiliated JCAHO accredited hospital at Sells (65 miles west of Tucson) and three health centers - San Xavier Health Center located in Tucson; Santa Rosa Health Center located in Santa Rosa, and the San Simon Health Center located in San Simon Village. The SSU also provides an environmental health program, which is responsible for construction and maintenance of sanitation facilities. The Sells Service Unit has a community focused health care delivery program and works in close association with the Tohono O'odham Tribal Health Committee and Tribal Health Department.

## **CTAP - 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 or 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 limits) 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 are 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 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.
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 are able to satisfactorily perform the duties of the position without undue interruption.

## **ICTAP - 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 selection 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 the Office of Personnel Management or our 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 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 are separated.
  3. Have 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 date and meet all the application criteria (e.g., submit all required documentation, etc.).
  6. Be rated well qualified for the position including documented selective factors, quality ranking factors, physical requirements with reasonable accommodations and are able to satisfactorily perform the duties of the position upon entry. A numerical rating of 85 is considered to be well qualified.

**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: Supervisory Health Systems Specialist, GS-0671-13  
Announcement Number: SWR-09-0159

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.**