



DEPARTMENT OF HEALTH AND HUMAN SERVICES

NAVAJO AREA  
INDIAN HEALTH SERVICE



VACANCY ANNOUNCEMENT

FD-09-54

OPENING DATE

April 28, 2009

CLOSING DATE

May 11, 2009

POSITION

Health System Specialist

LOCATION AND DUTY STATION

PHS INDIAN HOSPITAL, BUSINESS OFFICE  
FORT DEFIANCE, ARIZONA

GRADE/SALARY

GS-0671-09, \$46,625 - \$60,612 PER ANNUM  
GS-0671-07, \$38,117 - \$49,553 PER ANNUM

NUMBER OF VACANCIES

One (1) VACANCY, PCN: PI0605

APPOINTMENT WORK SCHEDULE

● PERMANENT ● FULL-TIME

AREA OF CONSIDERATION

● Navajo Area- Wide

SUPERVISORY/MANAGERIAL

● NO

PROMOTIONAL POTENTIAL

● YES, TO GRADE 9

HOUSING

● PRIVATE HOUSING ONLY

TRAVEL/MOVING

● NO EXPENSES PAID

**DUTIES:** The incumbent serves as the Special Projects Specialist within the Business Office, Division of Administrative Services of the Fort Defiance Indian Hospital. Responsible in development of specific training content of end-users of financial and business process software products. Some applications are currently used and some applications will be prospectively used therefore requiring continuous modifications of training needs, process development and monitoring. Extensive fact finding, development of source information, modification of existing material to suit variable trainees, and independent development of the final course content are required. Develops special project course objectives in light of Indian Health Service mission, policies, procedures and other guidelines while incorporating local variations in hospital and clinic operations. Evaluates the impact of training courses and materials presented on the job regarding the performance of the hospital, clinic, and administrative staff in the patient accounts and collections process. Coordinates associated training with the FDIH Business Office, IRM branch, Service Unit personnel and associated contractors. Insures that the Business Office personal computers are configured correctly setup and functioning properly prior to training sessions. Coordinates Business Office and RPMS and other related Business Office systems activities with several committees. Incumbent may be required to conduct meetings, forums, and working sessions with appropriate staff to explain Business Office requirements. Presents training courses to facility and administrative staff in the area of the Business Office process in the Indian Health Service health care delivery system. Determines and formulates the Business Office implementation processes, work plans and training needs specific to special projects requiring full time attention. Incumbent is responsible for the internal control reports to cover the most critical third party revenue cycle functions, including check-in patient registration, coding/data entry,



POSITION IS LOCATED IN A TOBACCO-FREE ENVIRONMENT



posting, collections, reconciliation and related administrative process. Reporting on these functions is essential to prevent delays that may lead to lost revenue. 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 had 52 weeks of specialized experience equivalent to at least the GS-05 grade level to qualify for the GS-07 grade level. Candidates must have had 52 weeks of specialized experience equivalent to at least the GS-07 grade level to qualify for the GS-09 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 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.

**SUBSTITUTION OF EDUCATION FOR EXPERIENCE:** For GS-07: One full year of graduate level education at an accredited college or university; or superior academic achievement. For GS-09: Two full years of progressively higher level graduate education leading to such a degree; or master's or equivalent graduate degree at an accredited college or university. Such education must demonstrate the knowledge, skills and abilities necessary to do the work. *Graduate Education:* Major study-- hospital administration, public health administration, or related fields such as business or public administration with course work in health care administration. Transcripts must be submitted by the closing date of this announcement to receive consideration.

**SELECTIVE PLACEMENT FACTOR:** NONE.

**TIME-IN-GRADE REQUIREMENTS:** Candidates applying under the provisions of the Merit Promotion Plan must have completed 52 weeks of specialized experience at the GS-05 level to qualify for the GS-07 grade level. Candidates applying under the provisions of the Merit Promotion Plan must have completed 52 weeks of specialized experience at the GS-07 level to qualify for the GS-09 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.

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**NOTE:** Refer to OPM Handbook Qualification Standards, Series GS-0671 for complete information. Substitution of education for experience will be made in accordance with those standards. For more complete information contact your Servicing Personnel Office. **IN ORDER TO OBTAIN EDUCATIONAL CREDIT, YOU ARE REQUIRED TO PROVIDE COLLEGE TRANSCRIPTS BY THE CLOSING DATE OF THIS ANNOUNCEMENT.**

### **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.

**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).

**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 receive special priority consideration 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 Excepted 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 package.
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 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.
4. Be currently employed by DHHS 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. Meets the basic qualifications for the position, any documented selective factor, and physical requirements with any reasonable accommodations and are 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 employees.
  - a) Current or former career or career-conditional (tenure group I or II) competitive service employees who:
    - 2) Received a specific RIF separation notice; or
    - 3) Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies it is unable to place; or
    - 4) Retired with a disability and whose disability annuity has been or is being terminated; or
    - 5) 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
    - 6) Retired under the discontinued service retirement option; or
    - 7) Was separated because he/she declined a transfer of function or directed reassignment to another community area.

OR

1. B. Former Military Reserve or National Guard Technician 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 greater promotion potential than the position from which you were separated.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).

4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Be rated well qualified by achieving a score of 80 on a rating scale of 70 to 100 for the position including documented selective factors, quality ranking factor, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

**EVALUATION CRITERIA:** Evaluation will be made of Experience, Performance 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 training techniques.
2. Knowledge of financial and business software.
3. Knowledge of the various facets of the business office operation.
4. Knowledge of generating financial and business reports.

**(SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS).**

**NOTE: "Declaration for Federal Employment" (OF-306), AND Addendum to OF-306 (Child Care & Indian Child Care Worker Positions), BOTH forms,** 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. Responding yes to any one of these two questions can make you ineligible for employment in this position. *If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or you may be fined or jailed.*

**"DESIGNATION OF CHILD CARE POSITION UNDER PL 101-630 AND PL 101-647"**

**WHERE TO APPLY:** Application and all required forms must be submitted to the following address:

Fort Defiance Indian Hospital  
Human Resources Department  
Post Office Box 649  
Fort Defiance, AZ 86504

Mailed or hand carried applications must be received by 5:00 PM, MST, of the closing date of this announcement. It is **your** responsibility to ensure that your application packet is complete.

**HOW TO APPLY/REQUIRED FORMS (Incomplete applications will not be considered.)**

- 1) Applicants may use one of the following to apply: (1) OF-612, Optional Application for Federal Employment; or (2) Resume (\*see below); or (3) Other written application format.
- 2) If claiming Indian Preference: **A copy of an Official Bureau of Indian Affairs "Verification of Indian Preference for Employment in BIA and IHS 4432**, signed by the appropriate BIA Official, **must be submitted if the applicant claims Indian Preference.** Navajo Area Indian Health Service employees claiming Indian Preference need not submit the BIA Form 4432, but must state such documentation is contained in their Official Personnel Folder.
- 3) Completed **Declaration for Federal Employment (OF-306)** and **IHS Addendum to Declaration for Federal Employment.**
- 4) If claiming Veteran's Preference, copy of DD-214 Form, and SF-15 if claiming 10 point Veteran's Preference.
- 5) Copy of latest Personnel Action (SF-50), if a current or former federal employee, and or if requesting Reinstatement Eligibility.
- 6) Copy of Certificate of Typing Proficiency, if required.
- 7) Copy of official college transcripts.
- 8) Completed Selective Service Registration Form, if you are a male applicant born after December 31, 1959.
- 9) Copy of your most recent performance appraisal, if a current federal employee.
- 10) Copy of valid licensure and or certification, if required.

11) Written Responses to the Knowledge, Skills and Abilities (KSA). OPTIONAL-failure to submit may result in an ineligible rating or substantially lower score.

**\* 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-point preference. Veteran's Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligibles.
6. Copy of the latest SF-50, Notification of Personnel Action, if current or prior Federal employee.
7. Highest Federal civilian grade held (give series and dates held).
8. High School: Name, City, State (Zip Code if known) and date of Diploma or GED.
9. Colleges and Universities: Name, City, State (Zip Code if known), majors, type and year of any degrees received (if no degree, show total semester or quarter hours earned); preferably attach transcripts.
10. Work Experience (Paid and Non-Paid): 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, and salary.
11. Indicate if we may contact your current supervisor.
12. Job related training courses, skills, certificates, registrations and licenses (current only), honors, awards, special accomplishments.

***THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION***

**WE WILL NOT ACCEPT APPLICATIONS RECEIVED BY FAX, E-MAIL OR ELECTRONIC RESUMES.**

**FOR MORE INFORMATION CONTACT: Linda L DeWolfe, Human Resources Specialist, (928) 729-8255.**

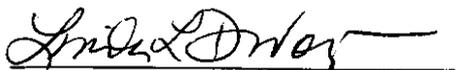
**ADDITIONAL SELECTIONS:** Additional or alternate selections may be made within 90 days of the date of the certificate issued if the position becomes vacant or to fill an identical additional position in the same geographic location.

**INDIAN PREFERENCE:** Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act. In other than the above, the IHS is an Equal Opportunity Employer.

**VETERANS:** Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years of more of continuous active service may apply.

**SELECTIVE SERVICE CERTIFICATION:** If you are a male born after December 31, 1959, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System. You must submit a copy of the Selective Service Registration to verify compliance.

**EQUAL EMPLOYMENT OPPORTUNITY:** SELECTION FOR POSITIONS WILL BE BASED SOLELY ON MERIT WITH NO DISCRIMINATION FOR NON-MERIT REASONS SUCH AS RACE, COLOR RELIGION, GENDER, SEXUAL ORIENTATION, NATIONAL ORIGIN, POLITICS, MARITAL STATUS, PHYSICAL HANDICAP, AGE OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION. PROMOTION OR APPOINTMENTS WILL NOT BE BASED ON PERSONAL RELATIONSHIP OR OTHER TYPES OF PERSONAL FAVORITISM OR PATRONAGE.



HUMAN RESOURCES CLEARANCE

April 27, 2009

DATE

EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER FD-09-54. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS MUST BE DUPLICATED BY THE APPLICANT BEFORE SUBMISSION AS WE DO NOT HONOR REQUESTS FOR COPIES. COMPLETED FORMS WHEN SUBMITTED BECOME THE PROPERTY OF THIS HUMAN RESOURCE OFFICE AND WILL NOT BE RETURNED.

**Applications mailed using government postage or through an internal government mail system will not be considered.**

## SUPPLEMENTAL QUESTIONNAIRE

### Health System Specialist, GS-671-07/09

1. **KNOWLEDGE OF TRAINING TECHNIQUES.** The person in this position should know a variety of training techniques to adapt to audience/class knowledge of training topic and complexity of training materials to gain participation and convey the necessary information. What in your background indicates you possess this knowledge?

What was the duration of these activities?

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

2. **KNOWLEDGE OF FINANCIAL AND BUSINESS SOFTWARE.** The person in this position should know the financial and business software such as RPMS, PAMS, Patient Registration 7.1 to provide technical guidance and be the expert user when gathering significant data. What in your background indicates you possess this knowledge?

What was the duration of these activities?

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

3. **KNOWLEDGE OF THE VARIOUS FACETS OF THE BUSINESS OFFICE OPERATIONS.** The person in this position must have a working knowledge of the Business Office operation (Patient Accounts, Third Party Billing and Reimbursements, Accounts Receivable and Patient Registration) to better identify training needs for the Business Office functions. What in your background indicates you possess this knowledge?

What was the duration of these activities?

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

4. **KNOWLEDGE OF GENERATING FINANCIAL AND BUSINESS REPORTS.** The person in this position must know how to create, edit, analyze and interpret financial and business reports from various software such as RPMS, PAMS, Patient Registration 7.1 and others and be able to recommend corrective solutions. What in your background indicates 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 statement 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

\_\_\_\_\_  
Date