

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No.
30120-A

2. Reason for Submission
 Redescription New
 Reestablishment Other

3. Service
 Hdqtrs Field

4. Employing Office Location
VA Roseburg

5. Duty Station
Roseburg, OR

6. OPM Certification No.

Explanation (Show any positions replaced)

7. Fair Labor Standards Act
 Exempt Nonexempt

8. Financial Statements Required
 Executive Personnel Financial Disclosure Employment and Financial Interest

9. Subject to IA Action
 Yes No

10. Position Status
 Competitive
 Excepted (Specify in Remarks)
 SES (Gen.) SES (CR)

11. Position is
 Supervisory
 Managerial
 Neither

12. Sensitivity
 1-Non-Sensitive 3-Critical
 2-Noncritical Sensitive 4-Special Sensitive

13. Competitive Level Code
S02

14. Agency Use
8888

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Administrative Services Manager	GS	301	11		
e. Recommended by Supervisor or Initiating Office	Supervisory Health System Specialist	GS	671	11		

Handwritten initials and date: 5/6/11

16. Organizational Title of Position (if different from official title)

Clinic Operations Manager

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment
Department of Veterans Affairs

c. Third Subdivision
Ambulatory Care

a. First Subdivision
Veterans Health Administration

d. Fourth Subdivision
Roseburg Campus

b. Second Subdivision
VA Roseburg Healthcare System

e. Fifth Subdivision

19. Employee Review-This is an accurate description of the major duties and responsibilities of my position.

Signature of Employee (optional)

20. **Supervisory Certification.** I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that

this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Typed Name and Title of Immediate Supervisor

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
Alan J. Cohen, MD, ACOS, Ambulatory Care

Signature

Date

Signature

Date

Handwritten signature: Alan Cohen

Handwritten date: 4/28/11

21. **Classification/Job Grading Certification.** I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

22. Position Classification Standards Used in Classifying/Grading Position
Misc Administration and Program Series, GS-0301 TS-34 01/79; Administrative Analysis (GEG), 08/90; General Schedule Supervisory Guide HRCD-5 06/98; 04/98

Typed Name and Title of Official Taking Action

Joanna Garay, Supv HR Specialist (V20 Classification)

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

Signature

Date

Handwritten signature: Joanna Garay

Handwritten date: 5/6/11

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks
Position may be assigned to the Coastal Clinics or the Roseburg outpatient clinic.
Security Level: NACI

25. Description of Major Duties and Responsibilities (See Attached)

POSITION DESCRIPTION
Administrative Services Manager
GS-301-11
PD #30120-A

INTRODUCTION

The incumbent provides management, leadership and direction at an outpatient clinic as part of the Roseburg VA HCS. These positions will be located at and responsible for the Coastal Clinics or the Roseburg outpatient clinic. These positions report directly to the Supervisory Clinical Administrative Specialist (SCAS), Ambulatory/Primary Care Clinics Operations Manager and to the ACOS for Ambulatory Care and is part of the Ambulatory Care Management Team.

MAJOR DUTIES

Resource Allocation and Long Range Planning **25 percent**

Under the direction of the SCAS, provides input in developing the need for and maintaining an awareness of available resources, and makes recommendations to supervisor regarding needs, distribution or redistribution of these resources. Responsible for administrative management of several fund control points which are budgeted for a total of several million dollars.

Assesses programs for areas of integration/consolidation to optimize resource utilization. Develops mechanisms to continuously improve performance in the efficiency, utilization, productivity and effectiveness of programs. Provides leadership in the development, implementation and coordination with other disciplines to effect administrative changes, which improve patient care practice and service delivery.

Under the guidance of the SCAS, assists in developing both long and short-range policies and plans for the organization by working with the SCAS to coordinate the medical administration needs of the outpatient clinic. Works under the supervision of the SCAS to identify needs and potential issues/concerns and devise flexibilities in operations and constructive, cost-effective approaches to the resolution of problems. Supports SCAS's efforts to participate in the formative stages, in overall planning so as to assure that an awareness of medical administrative issues and implementations are considered and influence management decisions. When designated by SCAS, may serve on various facility strategic planning committees and management on-site meeting with other agencies and program officials. In concert with the SCAS, assists in developing, evaluating, and modifying organizational structure and systems to achieve program goals. Participates in the analysis and interpretation of workload and other data used in resource planning.

Program Administration **25 percent**

Under the supervision of the SCAS, (the incumbent is responsible for the day-to-day operation of the home site or CBOCs,) Leads in administering programs concerning such matters as equal opportunity, merit promotion, labor management relations, interface with human resources and hiring and position management. Administers space and equipment programs. Provides assistance to SCAS in manpower utilization program assuring recruitment and retention within approved ceilings are maintained. With guidance from SCAS, is responsible for personnel administration including knowledge of personnel operations, among them position classification, grievance procedures, performance standards, and disciplinary actions. Incumbent is responsible for constant surveillance, evaluation and planning to ensure efficient utilization of space based on constantly changing and ever increasing program demands. Incumbent is authorized to be the approving official for orders for supplies, services, and equipment. The incumbent reviews orders to verify their need and ensures that each section utilizes only the appropriate

share of the funds available. The incumbent is also charged with the responsibility of operating within the authorized budget.

Supervision

25 percent

The Operations Manager will provide first-line supervision of all administrative staff within these programs, and indirect supervision of other staff members, dependent on whether there is an intermediate supervisor. The intermediate or direct-line supervisors, Clinical Practice Manager and/or leads will report to the Operations Manager.

Under the SCAS's supervision, establishes appropriate and safe staff-to-patient ratios and determines appropriate staff mix to achieve optimal patient care outcomes, provider support and cost-effective resource utilization.

With guidance from the SCAS, provides leadership and direction to promote the development and productivity of all employees supervised. Develops and maintains effective relationships with the Ambulatory/Primary Care clinics staff and strives to earn their trust and respect. Encourages the continued development and training of subordinate managers and their staff. Evaluates performance of employees under immediate supervision and initiates appropriate action in order to reward, guide, counsel, instruct, etc. Develops and maintains a system to ensure that complaints and inquiries are appropriately received and resolved and that the sources of complaints of a recurring nature are investigated.

Incumbent discusses, investigates and responds to employee grievances and dissatisfactions in order to resolve conflicts. Incumbent represents management at labor management meetings, provides information, and resolves conflicts and/or problems that may arise and assures management officials are familiar with the negotiated agreement. Serves as deciding official/management representative for group actions involving clinical staff at their assigned location. Incumbent listens to problems and concerns of employees and helps when possible or secures the advice from Human Resources. Coordinates and participates in disciplinary actions and responds to appeals and grievances. Attends hearings when requested. This may involve working with District Counsel, Special Counsel, EEO Investigators, and others in resolving personnel problems and taking personnel actions.

Incumbent promotes an environment conducive to cooperation and integration of clinical and administrative roles leading to high productivity, customer and staff satisfaction and developing strong communication channels within programs and across internal and external programs and product lines. The incumbent is attentive to the concerns and needs of staff members which garners involvement and participation in program development, decision-making and, implementation.

Incumbent promotes sound education/staff development programs/opportunities. Demonstrates commitment to professional enrichment, merit promotion, equal employment opportunity and positive labor relations/partnership activities.

Quality/Productivity

25 percent

Under the supervision of the SCAS, provides for full administration of reporting, evaluation, and fee requirements associated with the Accreditation of the organization. Implements approved procedures to meet unusual or unique standards assuring services provided meet nationally accepted standards, are at least equal those available in the community and are maximally cost effective. Employs up-to-date mechanisms proven to be effective in the provision of service. With guidance from the SCAS, assures all standards of regulatory and accrediting agencies are continuously met in full. Assists in the coordinating the preparation and submission of recurring monthly, quarterly and annual reports, management briefings, summaries, and a wide variety of non-recurring reports. When requested by the SCAS, Incumbent prepares all necessary

documentation for accreditation process. Ensures annual licenses and required training of department are current, initiates purchase orders for payment of annual fees for accreditation and participates in annual site inspections.

Incumbent negotiates and establishes specific performance goals and measurement of processes for the programs related to patient satisfaction, quality of care and productivity/efficiency of the operations with the programs. Works closely with providers, Division leadership, program staff and other interdisciplinary team staff to achieve established goals.

Performs other related duties as assigned.

SUPERVISORY FACTOR LEVELS

FACTOR 1- PROGRAM SCOPE AND EFFECT

a. **SCOPE:** Directs administrative activities (planning and execution of the fiscal, personnel, and space) for the mission of the Outpatient Clinic located at either Roseburg or the Coastal CBOCs. The programs directed significantly improve the structure, effectiveness, efficiency, and productivity of the mission of the clinic.

b. **EFFECT.** Impacts the organization's outpatient clinic and facilitates the accomplishment of clinical services.

FACTOR 2- ORGANIZATIONAL SETTING

This position is accountable to a position that is two or more levels below the SES level position.

FACTOR 3- SUPERVISORY AND MANAGERIAL AUTHORITY EXERCISED

a. Establishment of the goals and objectives, adjusts staffing levels and/or work processes with each organizational level to accomplish fully coordinated resource allocation made at high management levels. Justifies the requirements, various sources, and processes the purchase of the latest technology of medical laboratory equipment. Within a continuous cycle of research, review, and re-validation improves work methods and procedures used to product effective medical consultation, education, and research for the veteran population.

FACTOR 4- PERSONAL CONTACTS

SUBFACTOR 4A - NATURE OF CONTACTS

Contacts are with equivalent positions within the Department of Veterans Affairs

SUBFACTOR 4B - PURPOSE OF CONTACTS

To influence persons at the appropriate level who could influence, motivate, or encourage the persons or groups who could advance the mission of the clinics. This advancing of the fundamental goals and objectives of the Institute could increase the resources available for the organization to further its mission of advancing the correct and timely care of the veteran population.

FACTOR 5 - DIFFICULTY OF TYPICAL WORK DIRECTED

Position supervises administrative work comparable to the GS-6 level. However, the subordinate work units directed have functions (i.e., Providers, RNs, LPNs, Social Worker, psychologist, etc.) which are significantly discrete from one another. Additionally, the incumbent will be responsible for the administrative support of all Title 38 and Hybrid Title 38 employees in their assigned unit.

FACTOR 6 - OTHER CONDITIONS

Supervision of administrative fields, contract personnel of all levels. The incumbents has oversight of clinic located in Roseburg or Coastal CBOCs.

Factor 1, Knowledge Required by the Position

Requires comprehensive knowledge of the range of administrative laws, policies, regulations, and precedents applicable to the administration of one or more important public programs. This includes knowledge of agency program goals and objectives, the sequence and timing of key program events and milestones, and methods of evaluating the worth of program accomplishments. Work requires knowledge of relationships with other programs and key administrative support functions within the employing agency or in other agencies.

Factor 2, Supervisory Controls

Within a framework of priorities, funding and overall project objectives (e.g., cost reduction, improved effectiveness and efficiency, better workload distribution, or implementation of new work methods), the employee and supervisor develop a mutually acceptable project plan which typically includes identification of the work to be done, the scope of the project, and deadlines for its completion. Within the parameters of the approved project plan, the employee is responsible for planning and organizing the study, estimating costs, coordinating with staff and line management personnel, and conducting all phases of the project. This frequently involves the definitive interpretation of regulations and study procedures, and the initial application of new methods. The employee informs the supervisor of potentially controversial findings, issues, or problems with widespread impact. Completed projects, evaluations, reports, or recommendations are reviewed by the supervisor for compatibility with organizational goals, guidelines, and effectiveness in achieving intended objectives.

Factor 3, Guidelines

Guidelines consist of general administrative policies and management and organizational theories which require considerable adaptation and/or interpretation for application to issues and problems studied. Administrative polices and precedent studies provide a basic outline of the results desired, but do not go into detail as to the methods used to accomplish the project. Administrative guidelines usually cover program goals and objectives of the employing organization, such as agency controls on size of work force, productivity targets, and similar objectives. Within the context of broad regulatory guidelines the employee may refine or develop more specific guidelines such as implementing regulations or methods for the measurement and improvement of effectiveness and productivity in the administration of operating programs.

Factor 4, Complexity

The work consists of projects and studies which require analysis of interrelated issues of effectiveness, efficiency, and productivity of substantive mission-oriented programs. Assignments are further complicated by: the need to deal with subjective concepts such as value judgments; the quality and quantity of actions are measurable primarily in predictive terms; and findings and conclusions are highly subjective and not readily susceptible to verification through replication of study methods or re-evaluation of results.

Options, recommendations, and conclusions developed by the employee take into account and give appropriate weight to uncertainties about the data and other variables which affect long-range program performance. Current measurements of program effectiveness may be ambiguous and susceptible to widely varying interpretations. Under these circumstances the employee develops new information about the subject studied and establishes criteria to identify and measure program accomplishments, develops methods to improve the effectiveness with which programs are administered, or develops new approaches to program evaluation which serve as precedents for others.

Factor 5, Scope and Effect

The purpose of the work is to assess the productivity, effectiveness, and efficiency of program operations or to analyze and resolve problems in the staffing, effectiveness, and efficiency of administrative support and staff activities. Work involves establishing criteria to measure and/or predict the attainment of program or organizational goals and objectives. Work may also include developing related administrative regulations, such as those governing the allocation and distribution of personnel, supplies, equipment, and other resources, or promulgating program guidance for application across organizational lines or in varied geographic locations.

Factor 6, Personal Contacts

Contacts are with persons within the agency.

Factor 7, Purpose of Contacts

Contacts are to influence managers or other officials to accept and implement findings and recommendations on organizational improvement or program effectiveness. May encounter resistance due to such issues as organizational conflict, competing objectives, or resource problems.

Factor 8, Physical Demands

The work is primarily sedentary, although some slight physical effort may be required.

Factor 9, Work Environment

Work is typically performed in an adequately lighted and climate controlled office. May require occasional travel.

Other Significant Facts

Customer Service

Meets the needs of customers while supporting VA missions. Consistently communicates and treats customers (veterans, their representatives, visitors, and all VA staff) in a courteous, tactful, and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealing with the customer constructively and appropriately.

ADP Security

Protects printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VHA policy. Protects the data from unauthorized release or from loss, alteration, or unauthorized deletion. Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer access agreement that the employee signs.

Safety

It is the incumbent's responsibility to be safety conscious, to be alert to recognize hazardous conditions and to do what is possible to eliminate or assist in eliminating these conditions or, if that cannot be done, to work safely within them, to avoid committing unsafe acts and to be watchful of the safety of employees for

mutual protection. The incumbent is to report all unsafe working conditions immediately to the supervisor and is encouraged to apply his/her training and experience to planning better methods and arrangements.

GEMS Performance Statement

In the performance of their duties the employee shall follow all relevant safety and health standards, local directives and other requirements as established by the organization. The employee shall also support this facility's mission to be a good environmental steward by consciously reducing the impact on our environment. This includes recycling of paper and other products per the facility's recycling program, initiating substitution of hazardous chemical with less hazardous chemicals when employee has control of this process, and purchasing environmentally friendly and energy efficient materials when the employee has purchasing responsibilities.

Position Designation of National Security and Public Trust Positions

Position Designation Record

Agency
Ambulatory/Primary Care Division
Position Title

VA Roseburg Healthcare System –
Administrative Services Manager

Series and Grade/Pay Band **GS-301-11**
Position Description Number **30120-A**

Designation Level	National Security	
	Investigation	Form Required
Tier 1	NACI	SF 85

Signature: _____ Date: 5/6/11
Joanna Garay, Supervisory HR Specialist (VISN 20)

For Official Use Only