

**POSITION DESCRIPTION** (Please Read Instructions on the Back)

1. Agency Position No.  
1816

2. Reason for Submission <input checked="" type="checkbox"/> Redescription <input type="checkbox"/> Reestablishment		3. Service <input type="checkbox"/> Hdqtrs. <input checked="" type="checkbox"/> Field		4. Employing Office Location Louisville, KY		5. Duty Station VAMC, Louisville, KY		6. OPM Certification No. 0065	
<input type="checkbox"/> New <input type="checkbox"/> Other		7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input type="checkbox"/> Employment and Financial Interests		9. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		13. Competitive Level Code 303	
Explanation (Show any positions replaced) Description of duties due to reorganization of duties and responsibilities of new duties in Chaplain Service. <i>ASTRAL CH</i>				10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position is: <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither		12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 3-Critical Sensitive <input type="checkbox"/> 2-Noncritical Sensitive <input type="checkbox"/> 4-Special Sensitive	
15. Classified/Graded by		Official Title of Position		Pay Plan		Occupational Code		Grade	

a. U.S. Office of Personnel Management									
b. Department, Agency or Establishment									
c. Second Level Review									
d. First Level Review	Details Clerk (OA)	GS	303						<i>ONE 9/21/98</i>
e. Recommended by Supervisor or Initiating Office									

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

17. Name of Employee (if vacant, specify)  
Ralph L. Brown

18. Department, Agency, or Establishment <u>Veterans Health Administration</u>	c. Third Subdivision
a. First Subdivision <u>VA Medical Center</u>	d. Fourth Subdivision
b. Second Subdivision <u>Chaplain Service</u>	e. Fifth Subdivision

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

Signature of Employee (optional)

**Supervisory Certification.** I certify that this is an accurate statement of 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 <u>Walter A. Jones, Jr.</u> <u>Chief, Chaplain Service</u>	b. Typed Name and Title of Higher-Level Supervisor or Manager (optional) <u>Randy W. Loomis</u> <u>Associate Director</u>
Signature <i>Walter A. Jones, Jr.</i>	Signature
Date <u>9/18/98</u>	Date

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  
MIXED CLERK AND ASST GS-303-17  
GLC, CLERK ASST, 4/89 OFF AT 17

Typed Name and Title of Official Taking Action  
GEORGE NEURAITH  
CHIEF, HRM

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  
*George Neuraith*

Date  
9/21/98

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

24. Remarks  
*9/23/98*  
*LOW RISK*

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

## Details Clerk

Incumbent works in direct support of Chaplain Service and is responsible for all the administrative aspects involving death procedures including notification of next of kin, hospital personnel, interviewing relatives, informing them of entitlement to VA burial and cemetery allowances, application for headstone or marker and the cost of transportation of remains, and assists them in making arrangements. When requested, makes arrangements for burial in National Cemeteries. He/She also furnishes the family with information concerning Social Security when eligible for these benefits. Coordinates appropriate funeral and burial arrangements with A&MM Service when no relative or friend claim the remains and the VA assumes responsibility for burial. Issues documents on burial flag and any restrictions of SF 523 for post mortem exam to eligible beneficiaries; prepares burial permit and final disposition of remains. Prepares all correspondence connected with burial arrangements.

The incumbent is to sign all documents relative to the release of personal effects and funds of deceased patients. Veteran's funds and effects are controlled and released or disposed of in accordance with established regulations, governing how and to whom they may be released. Facts sometimes have to be developed and referred to the General Council for determination of legal disposition of effects.

Upon completion of the work copy of the death certificate, the incumbent types the death certificate and forwards the original to the funeral home, a copy to the appropriate VA Regional Office, a copy in the Consolidated Health Record, and a copy in the Details Clerk's office. This must be accomplished within five work days. Incumbent must take follow up action when the death certificate is delinquent, i.e., contacting the attending physician for signature and should notify supervisor of problems or delays.

The incumbent must be knowledgeable of rules and procedures of the Kentucky Organ Donor Affiliates (KODA) and Lions Eye Center for organ/tissue donation. He/She responds to official consults when referred or requested by patient or physician and interviews patient/family regarding organ/tissue donation. When affirmation of organ/tissue donation is indicated, he/she will coordinate with KODA or the Lions Eye Center for provision of necessary information and/or forms. At time of death, he/she is responsible for notification of either KODA or the Lions Eye Center to arrange for surgical harvesting.

The incumbent must be knowledgeable of rules and procedures for the body bequeathal program and act as the primary point of contact for the medical center. When affirmation of body bequeathal is indicated, he/she will coordinate with the University of Louisville School of Medicine or University of Kentucky School of Medicine, etc., for necessary information and/or forms. At time of death, he/she is responsible for notification of the appropriate medical school for arrangements.

The incumbent performs a variety of higher level responsibilities associated with routine communication with the Risk Manager, General Council and Chief of Staff. He/She must be sensitive to legal concerns as well as potential risk issues with respect to correct family notification at time of death and involvement in decisions for autopsy and/or disposition of the body for funeral arrangements; arrange and coordinate with contract funeral homes when no relative, friend or legal designee claims the remains of the decedent; communicates with physicians when recommended tests and emergency procedures are requested and patient is medically or mentally incapable and then documents in writing or by recording for consent by patient's next of kin or legal designee; is involved as intermediary for proper documentation granting consent for requests of specific procedures when patient is medically or mentally incapable and no next of kin or legal designee is known or available, thus requiring approval from the Chief of Staff.

The incumbent is responsible for making seriously ill entries in the computer. The original VAF 10-2743 will be filed in the Administrative Folder. Promptly notifies the appropriate chaplain, telephone operator and emergency addressee, if not done so by the physician. The time, name of the nearest relative or emergency addressee, and the chaplain notified will be noted on the overprinted VAF 3230, Details

Report, and placed in the Administrative Folder. Notification to the nearest relative or emergency addressee will be made by the most expeditious means, preferably by telephone.

The incumbent is a member of the Spinal Cord Injury (SCI) Primary Care Team. He/She is responsible for compiling and providing statistics on SCI episodes of care as requested by Central Office, on a quarterly basis.

The incumbent is responsible for other statistical activities which includes the maintenance of current reports on activities of hospital patients. Statistical requests are made by various private health care facilities, other VA Medical Centers and Outpatient Clinics, American Hospital Association, Department of Health and Human Services, the University of Louisville School of Medicine and various hospital committees and state and federal agencies. At all times the incumbent must be able to justify all estimates.

In the performance of official duties, the employee has regular access to printed and electronic files containing sensitive data which must be protected under the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policies and DM&S policy. The employee is responsible for 1) protecting that data from unauthorized release or from loss, alteration, or unauthorized deletion and 2) following applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in a computer access agreement which the employee signs.

The incumbent complies with all safety/fire prevention rules/regulations, using protective equipment when required and provided. Promptly reports all accidents and notifies supervisor of unsafe/unhealthy conditions in the workplace. Attends scheduled training sessions and participates in facility or service level safety promotions as directed by supervisor. Knows fire drill and emergency plans for work area, including location of all emergency fire equipment.

Quality Assurance monitors are directed by service chief.

The incumbent is expected to serve as back-up for the Secretary in Chaplain Service.

#### FACTOR #1 - KNOWLEDGE REQUIRED BY THE POSITION

The incumbent must have the skill to effectively communicate both orally and in writing to elicit cooperation from individuals and groups from a wide variety of educational, professional and social levels and from wide cultural backgrounds. This is extremely important in this position due to highly sensitive nature of the duties concerning death arrangements.

Skill to type a variety of forms and correspondence is necessary and capabilities to use a Word Processor is essential.

Incumbent must have knowledge of M1, Part 1, Chapter 4; Public Law 101-508; Public Law 99-272; VA Circular 10-90-053; MP4, Part 1, Chapter 3, and Hospital Memorandums. Knowledge of Public Laws, VA Regulations and chapters of M1, Part 1, concerning deaths, and seriously ill patients is required. He/She must have a good knowledge of VA Regulation 6034 and M2, Part XIV, concerning consent for permission for surgical procedures. He/She must also have a working knowledge of VHA Directive 10-93-052; M-2, Part 1, Chapter 19; and M-2, Part XII.

Knowledge of medical terminology is necessary not only to answer routine questions a family might ask concerning a seriously ill patient, request for consent for a surgical procedure or a death, but to fully understand and carry out, with little supervision, assignments given by the professional staff. Incumbent must be thoroughly familiar with commonly requested laboratory tests, x-ray procedures, nuclear medicine scans and other tests, rehabilitation therapies, EKG, EEG, pulmonary function studies, minor surgical procedures, transfusions, special diagnostic procedures, cardiac catheterizations, proctoscopy, cystoscopy,

The incumbent makes frequent contacts with a variety of administrative and professional staff, which includes working closely with management to ensure budgetary and monthly statistical reports reflect information pertinent to the actual inpatient/outpatient care at the Medical Center. All contacts must be conducted in a professional and courteous manner.

#### FACTOR #6 - PURPOSE OF CONTACTS

Assists family members of deceased veterans to insure that the veteran receives all burial benefits to which he may be entitled. This is a very sensitive responsibility and can be very emotional. It must be handled with a great deal of tact and sympathy. At the same time, there are many times when he or she must deny certain benefits when a veteran is not eligible.

Works closely with funeral directors, coroner's office, Kentucky Organ Donor Affiliates, Lions Eye Center and medical schools when necessary. He/She is usually the sole contact at the Medical Center who comes in contact with these individuals, and must represent the Medical Center in a business-like and polite manner.

Works with physicians to get Death Certificates completed and signed, arranging for consent on surgical procedures, assisting them in obtaining autopsy permissions and determining who is the next of kin to notify when a patient is placed on the Seriously Ill List.

Contacts are necessary to obtain information to process daily work involving the statistical data accuracy.

Is available to assist staff, upon their requests, with applicable information and direction when family deaths are encountered.

#### FACTOR #7 - SCOPE AND EFFECT

The sensitive nature of the incumbent's contacts are a direct reflection on the VA's image to the general public. The incumbent may be the only VA employee that most of these people deal with during their visit or phone call to the Medical Center. The decision as to the eligibility for burial benefits is generally the incumbent's responsibility. The incumbent is the sole employee responsible for locating next of kin in death cases after the initial attempt of the ward personnel has failed. The employee may utilize various methods and contacts in researching next of kin information, to include Internet. Failure to locate the next of kin in a death case would result in additional expenses for the medical center for burial.

The data maintained and reported from statistical data constitutes the basic operational statistics required in the operation of the Medical Center. The accuracy in the reporting is of paramount importance. Data must be computed accurately on a daily basis in order that it may be used for operation, budgetary general management planning.

#### FACTOR #8 - PHYSICAL DEMANDS

The work is mainly sedentary with some exertion such as walking, bending, carrying medical records and climbing to reach records or supplies on high shelves.

#### FACTOR #9 - WORK ENVIRONMENT

The work is performed in an area which exposes the employee to communicable diseases, unpleasant sights, odors and sounds.

oxygen therapy, dialysis, and some knowledge of the more common medications. Also requires knowledge of the structure of patient's medical and administrative records in order to retrieve and file appropriate information and has knowledge or record retrieval and re-charging of records in DHCP.

Incumbent must possess a broad knowledge of VA administrative terminology relating to patient statistics. An aptitude for working with figures, accuracy, attention to detail and an alertness in detecting errors or inconsistencies is required. Analytical skills, adeptness in the use of the computer system and the word processing system and interpretive ability and sound statistical judgment are also required.

#### FACTOR #2 - SUPERVISORY CONTROL

Work is accomplished under the general supervision of Chief, Chaplain Service. Incumbent is responsible for carrying out the work assignments, resolving most of the conflicts which arise, interpreting within established guidelines on own initiative and resourcefulness in terms of pre-determined objectives. Routine work is performed independently. Priorities for accomplishing work are usually accomplished by the individual. Documentation in patient's records is periodically reviewed.

The supervisor should be informed of difficulties and consulted when unfamiliar situations are encountered. Statistical work is reviewed primarily on the basis of the annual, quarterly and monthly reports, and the departmental quality assurance studies.

#### FACTOR #3 - GUIDELINES

Guidelines include VA Regulations, M1, Part 1, Chapter 4; M1, Part 1; Chapter 1, MP6, Part XVI, US Title 38; MP4, Part 1, Chapter 3; Public Laws 101-508 and 99-272; VHA Directive 10-93-052; M-2, Part I, Chapter 19; M-2, Part XII, VA Circulars and Hospital Memorandums.

Guidelines include congressional legislation pertaining to seriously ill patients, consent for surgical procedures, SCI statistics, death cases, VA regulations, Service Standard Operating Procedures, and oral and written instructions. While many of these guidelines are fairly specific, the incumbent must exercise some judgment in applying particular guidelines to individual circumstances. Most situations are handled independently but special or complex problems are referred to the supervisor.

#### FACTOR #4 - COMPLEXITY

Incumbent responds to patients' requests for information regarding organ/tissue donation and body bequeathal. Determines eligibility for burial benefits on all death cases. Applies proper procedure for placing patients on the Seriously Ill List and is responsible for keeping the list current and accurate. Determines who the next of kin is when contacting family to get permission for surgical procedures and handling funeral arrangements. Insures that the proper relative receives the personal effects of deceased patients.

Statistical duties involve gathering, analyzing and maintaining all data required for statistical reports. Incumbent must abstract detailed information from various sources, such as DHCP for identification and tracking of SCI patients, and correctly apply the specific information for proper interpretation. Must follow-up with appropriate medical center personnel when inaccuracy in computing and following statistical formulas can significantly effect financial and patient care planning for the Medical Center.

#### FACTOR #5 - PERSONAL CONTACTS

Contacts are with medical center co-workers, veterans and/or their family representatives, funeral directors, coroner's office, by telephone or in person. Each contact, either telephonic or in person, requires the utmost tact, intelligence, compassion and composure.