

POSITION DESCRIPTION (Please Read Instructions on the Back)

HRMS COPY

1. Agency Position No. 2382

2. Reason for Submission <input checked="" type="checkbox"/> Redescription <input type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other Explanation (Show any positions replaced)		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field	4. Employing Office Location	5. Duty Station	6. OPM Certification No.	
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		
10. Position Status <input type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in) <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		13. Competitive Level Code <u>X62</u> 14. Agency Use	

15. Classified/Graded by	Official Title of Position	Pav Plan	Occupational	Gra	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Program Clerk	GS	303	4	ah	12/2/10
e. Recommended by Supervisor or Initiating Office	Program Clerk	GS	303	4		

16. Organization Title of Position (If different from the official title)

17. Name of Employee (if vacant, specify)

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

a. First Subdivision
Veterans Health Administration

b. Second Subdivision
Cart T. Hayden VA Medical Center

c. Third Subdivision
Professional Services

d. Fourth Subdivision
Pathology and Lab Medicine Department

e. Fifth Subdivision
Specimen Procurement and Processing

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

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. Type Name and Title of Immediate Supervisor
Mary McCormack, Phlebotomy Supervisor

Signature: Mary McCormack Date: 11/30/10

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
Donna Vollmer, Laboratory Manager

Signature: Donna Vollmer MS MT (ASCP) SGB Date: 11/30/10

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 Clerk + assist Series TS-37
did 1170 + 1179 + mgr +
Program Clerk + assist Series TS 124
5193

Typing Name and Title of Official Taking Action
Sharon L. HEATH

Signature: Sharon L. Heath Date: 12/2/10

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be 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.

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

24. Remarks

Description of Major Duties and Responsibilities (See Attached)

POSITION DESCRIPTION
PROGRAM CLERK GS—303—4

DUTIES

Serves as a Program Clerk assigned to the Procurement and Distribution Section of the Clinical Laboratory. Incumbent performs multiple tasks and duties classified as simple to complex. Each function performed by the incumbent is standardized and has explicit instructions. Typical duties include:

- Incumbent receives and accessions into the VISTA, requests for laboratory tests from patients presenting themselves to the Central Processing area or the Outpatient lab.
- Is responsible for the proper receipt and accessioning of specimens delivered to the laboratory. Verifies correct labeling and identification of specimens. Ensures that all tests requested in the patient's order have been received in and investigates discrepancies when necessary.
- Performs the processing of all clinical laboratory specimens in the Central Processing Area and is responsible for the timely and proper distribution of specimens to the appropriate section or reference laboratories, including delivery of completed test results when necessary. Attention and good judgment are required in prioritizing and stipulating the requested urgencies of laboratory orders. Follows standard procedures and applies a practical knowledge of the properties of the specimen to ensure effective presentation of the qualities or characteristics critical for accurate testing or examination. The technician is personally responsible for timely delivery of STAT specimens to the testing site. The technician must notify the section that a STAT has been delivered.
- Receives shipments and enters referral patients from referral labs into computer by the way of LEDI and enters requested tests. Documents referral samples on log sheets and distributes specimens.
- Assists in training of laboratory technical staff, medical technologists, medical technicians, students, interns, residents, staff physicians, nurses and others as needed in proper sample processing, ADP skills and procedures, clerical functions, etc.
- Maintains section supplies at established levels and stocks the specimen procurement rooms. Leaves area neat and clean at all times. Performs inventory counts, logs in and disburses incoming supplies when necessary.
- Packages supplies and specimens for pick up or shipment, following established packaging requirements. Careful consideration of proper storage temperatures and the viability of the specimens are critical. Verifies that specimens received from other facilities were packaged properly. Notifies supervisor when there are discrepant findings or when expected shipments do not arrive when anticipated.
- Responsible for reporting any variance from the assigned tour of duty. The Pathology and Laboratory Medicine Service's "Leave Policy" is available to clarify the relationship between the program clerk and the supervisor as defined by the Service Chief.
- Meets schedules and commitments and adjusts to changing needs. Willingly and actively assists co-workers when workload is heavy or when there are staffing shortages. Completes all assigned procedures using time between procedures to department advantage.
- Is supportive of the Medical Center's Mission and Goals. Interacts with patients, visitors, staff, students, and volunteers in a courteous, helpful, tactful, cooperative, respectful and

compassionate manner, contributing to the effective operation of both the Department and Medical Center. Provides the customer with consistent information according to established policies and procedures, referring test specific information to the technical sections when appropriate. Responds positively and in a timely manner to customer requests for service or information. Handles conflict and problems in dealing with the customer constructively and appropriately.

- Receives incoming telephone calls from physicians, nurses, ward clerks, patients and vendors. Must exercise proper telephone courtesy and direct calls to appropriate individuals or sections.
- Actively participates in activities that define age-related issues of care, with attention to the cultural diversity seen in the Medical Center's patient population.
- Protects printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974, HIPPA 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.
- Performs other duties as assigned by section supervisor.

FACTOR 1 – KNOWLEDGE REQUIRED BY THE POSITION

The position requires knowledge of the processes, methods, and procedures associated with lab testing. The duties require a basic knowledge of the principles of biological science. The duties require the ability to perform tasks independently, with reliance on the policies and procedure manuals used in the processing area. The program clerk must learn when and how to resolve exceptions and special problems or to make adaptations in the sequencing of the interrelated tasks associated with the duties assigned in the section.

Knowledge of regulatory and accrediting agency and local requirements sufficient to assure compliance with regulations and standards; legal knowledge sufficient to ensure the rights and privacy of the patient.

Knowledge and skills to confer with patients and staff concerning testing requirements and to provide advice and assistance on proper collection or processing questions.

Knowledge of instructional techniques and practices sufficient to instruct students at all levels of achievement in the basic principles and practical applications used in processing, distribution and shipping of lab specimens.

FACTOR 2 – SUPERVISORY CONTROLS

The Program Clerk independently plans and carries out standardized procedures such as; accessioning. The clerk handles problems and corrects errors according to established decision making criteria and policies. The supervisor makes work assignments, sets priorities and gives advice for unusual problems that are difficult to correct. Supervisor or designee reviews work for completeness.

The incumbent is under the supervision of the Specimen and Procurement Supervisor or designee. Staff working non-administrative tours is under the direct supervision of the Lead Technologist or Supervisory Technologist on duty, but reports to the Specimen and Procurement Supervisor. Leave and duty assignments is typically given by the Specimen and Procurement Supervisor for staff working non-administrative tours but emergency leave or changes in assignments can be given by Lead Technologist. Both the Specimen and Procurement Supervisor and the Lead Technologist/Supervisor on the non-administrative tour must work with the clerk to ensure that job assignments, tours and leave requests are

coordinated so that coverage is maintained on the irregular tours and duties are defined.

FACTOR 3 - GUIDELINES

The guidelines are directly applicable, specific, and used repetitively in the work. The routinely used portions of the guidelines, e.g., those used on a day-to-day basis, are often memorized or are quickly referenced. Guidelines on equipment operating procedures and their applications are readily mastered and generally pertain to basic procedures such as equipment set up and operation or equipment cleaning and maintenance procedures. These guidelines typically consist of such things as oral instructions, written guides, charts, manuals, schedules, equipment manufacturers' operating manuals, standard operating procedures, and agency regulations. This level requires minimal judgment in applying the guidelines, i.e.; the applicable one is typically obvious, though the step-by-step procedures may require careful attention and consideration of detail to execute. The employee works in strict adherence to the guidelines, referring needed deviations or those with a lack of clarity to the supervisor.

FACTOR 4 - COMPLEXITY

Various duties are primarily concerned with collection, preparation and distribution of specimens. The incumbent must be knowledgeable as to specific sample requirements and storage/testing conditions of a multitude of testing procedures. Position requires knowledge of basic equipment operation and maintenance. Incumbent uses established policies and procedure manuals as a guideline to perform most duties but is expected to use judgment when presented with complicated issues or time factors. Involved are various duties concerned with clerical and administrative support functions for the laboratory and must be able to prioritize the duties of the position. Duties can only be satisfactorily performed through constant and meticulous attention to detail. Must be able to prioritize work to provide timely service to patients and lab staff.

FACTOR 5 – SCOPE AND EFFECT

The Program Clerk's work performance has a profound effect on the operation of the Clinical Laboratory Service. The work directly affects the efficient operation of the laboratory and laboratory programs. The incumbent's work is a lattice of support services for all sections within the Laboratory. Many of the tasks involve hazards which can cause serious injury or death if meticulous attention to policy and procedures is not followed.

The work involves execution of specific rules, regulations, or procedures, such as those found in common technical manuals, laboratory handbooks, and administrative manuals. Work products affect the accuracy, reliability, or acceptability of further procedures, processes or services.

FACTOR 6 – PERSONAL CONTACTS

The position requires the ability to deal with people under stressful and demanding situations. The program clerk must be polite and helpful to patients and medical personnel. This position requires constant communications and personal contact between the incumbent and supervisors, patients, physicians, and other hospital personnel. Incumbent must present a professional and respectful attitude and wear appropriate attire at all times.

Incumbent serves as a liaison between the Clinical Laboratory Service and other departments in the hospital, i.e., Nursing, Outpatient areas and receiving and distribution of reports from the Laboratory sections and reference laboratories

Personal contacts are with patients and their families, employees, persons from State or Federal agencies, vendors, contractors, students and volunteers.

FACTOR 7 – PURPOSE OF CONTACTS

The personal contacts are established to: exchange information about procedures, schedules, or operating problems; clarify information on records; explain the steps involved in operating equipment, or other similar exchanges of factual information. The facts or information exchanged may range from easily understood to highly technical.

FACTOR 8 – PHYSICAL DEMANDS

The work requires physical exertion, such as regular and recurring running, walking, or bending, lifting, standing for long periods of time. In many situations the duration of the activity (such as most of a workday) contributes to the arduous nature of the job. In other situations, such as in a laboratory, there may be special requirements for agility or dexterity such as exceptional hand/eye coordination.

FACTOR 9 – WORK ENVIRONMENT

The work involves regular and recurring moderate risks or discomforts, which require special safety precautions, e.g., working with contagious diseases or irritant chemicals. Employees are required to use protective clothing or gear such as, masks, gowns, lab coats, goggles, gloves, or shields. The position involves regular and recurring exposure to infectious materials, particularly hepatitis and AIDS viruses.

The program clerk must keep the work areas clean. Procedures for properly decontamination spills and the safe disposal of all contaminated materials must be understood and followed at all times. The program clerk must be familiar with the Medical Center safety plan, laboratory specific safety/chemical hygiene/ and infection control plans, disaster plan, utilization of material safety data sheets (MSDSs), injury treatment and reporting requirements.

**PERFORMANCE STANDARDS FOR
PROGRAM CLERK GS—303—4
PROCUREMENT & DISTRIBUTION SECTION**

1. SPECIMEN COLLECTION AND PROCESSING **

- a. Verifies patient's full name and social security/ ID number on all paperwork and specimens at time of receipt into the laboratory. Enters correct specimen identification into computer and properly accepts tests. Correctly labels and handles specimens for testing and uses good judgment in the rejection of unacceptable specimens based on established policies and guidelines.
- b. Properly processes specimens for all areas of the laboratory. This includes complete processing, delivery and proper storage of specimens in the appropriate section according to written guidelines.
- c. Efficiently prioritizes and completes work assignments based upon requested urgencies and staffing levels in order to expedite test result reporting. Actively assists co-workers when workload is heavy or when there are staffing shortages. Completes all assigned procedures using time between procedures to department advantage.
- d. Must exercise proper telephone courtesy and direct calls to appropriate individuals or sections.
- e. Maintains section supplies at established levels and stocks the specimen procurement rooms. Leaves area neat and clean at all times. Performs inventory counts, logs in and disburses incoming supplies when necessary.

Pass: No more than two-validated/documented errors of major consequence that could adversely affect patient care, i.e. mislabeling specimens. No instance of patient identification or specimen errors relative to blood transfusion requests. This includes reports of contact, a verbal or written provider complaints. No more than 5 validated/documented errors of minor consequence. This includes clerical and technical errors. Reports of error must be documented and corrective action reported to the supervisor.

2. ADMINISTRATION ** (SAFETY, ADP, TRAINING)

- a. Maintains and supports the confidentiality and security of the ADP data, software, physical and application systems.
- b. Completes all required ADP readings, videos and other training within the established time frames.
- c. Demonstrates the ability to efficiently and effectively utilize all laboratory menus in VISTA.
- d. Follows all procedures as outlined in the VISTA downtime contingency plan.
- e. Effectively assists in training/ teaching of individuals (lower grade employees, peers and students) in accessioning, patient check-in and other Procurement and Distribution functions.

Pass: No more than 1 preventable accident per rating period caused by the failure to follow established VA policy. No more than 2 safety violations, i.e. not wearing PPE when required, drinking/eating in the lab, etc. No more than 1 violation of ADP security system, i.e. deleting comments, leaving the terminal signed on, unauthorized accessing of confidential files, etc.

**PERFORMANCE STANDARDS FOR
PROGRAM CLERK GS—303—4
PROCUREMENT & DISTRIBUTION SECTION**

3. CUSTOMER SERVICE **

- a. Communicates in a professional manner with internal and external customers in order to facilitate the delivery of customer services by the clinical laboratory.
- b. Demonstrates sincere individualized responsiveness and displays visible, cooperative teamwork in providing timely, quality service to customers in a respectful, courteous manner.

Pass: No more than 2 documented complaints per rating period that have been validated by the supervisor

To Exceed: Volunteers for additional assignments; committees, weekends/holidays, off shift help, comp time, etc.

** Indicates critical element
Revised 11-30-05

POSITION EVALUATION SUMMARY

Date: 12/12/05

Organization: VA Medical Center, Clinical Services/Pathology and Laboratory Medicine, Phoenix AZ

Position Number: Program Clerk, GS-303-4

Evaluation Factors Standards Used	Factor Level Used	Points Assigned	Comments
1. Knowledge Required by the Position	1-2	200	Requires the ability to perform tasks independently with reliance on the policy and procedure manuals located in the area.
2. Supervisory Controls	2-2	125	Is under the supervision of the Specimen and Procurement Supervisor. Supervisor reviews the work for completion.
3. Guidelines	3-1	25	Guidelines are specific and are used repetitively in the work. Guidelines consist of oral instructions, written guidelines, charts, manuals, schedules, and SOP's.
4. Complexity	4-3	150	Incumbent uses established policies and procedure manuals as a guideline to perform most duties but is expected to use judgement on complicated issues.
5. Scope and Effect	5-3	150	The position is required to facilitate the work of others but has little impact beyond the immediate organizational unit.
6/7. Personal Contacts and Purpose of Contacts	6-2 7-1	25 20	Contacts are with patients/families, employees, vendors, students and volunteers. To exchange information about procedures, schedules, clarify information or explain steps.
8. Physical Demands	8-1	20	Requires physical exertion such as running, walking, bending, lifting or standing for long periods of time.
9. Work Environment	9-1	20 5	Regular and recurring moderate risks which require special safety precautions. Involves regular and recurring exposure to infectious materials.
Total Points		735	
Grade Conversion		4	Point Range 655-850

Additional Remarks:

References: GS-0303, Miscellaneous Clerk and Assistant Series, TS-37 November 1970, TS-34 January 1979.
 GS-0344, Management and Program Clerical and Assistance Series, TS-124 May 1993.
 Series: Incumbent responsible in the processes of developing, initiating, and monitoring general and service specific administrative and management resources and/or tools. Occupations Series GS-0303 is the appropriate series for this position.
 Title: Administrative Support Assistant accurately reflects the nature and intent of this position.
 Grade: Comparison is made to the classification standard above. Reference to the points conversion table in the standard leads to a grade of GS-6
 FLSA: This position is classified as Non-Exempt.
 LMR: This position is covered as a nonprofessional employee AFG#2250

Sharon West 12/12/05

Department of Veterans Affairs POSITION RISK AND SENSITIVITY LEVEL DESIGNATION

STATION NUMBER/ORGANIZATION
644

SUBJECT NAME (Optional) POSITION TITLE/GRADE POSITION DESCRIPTION NUMBER (PD #)
PROGRAM CLERK GS-303-4 2382

NOTE: Each position within VA requires a designation of its risk or sensitivity level as described in VA Directive and VA Handbook 0710. Guidance for making such position risk and sensitivity designations is contained in VA Handbook 0710, Appendix A with Tables, and in 5 CFR sections 732.102

STEP 1 - PROGRAM RISK LEVEL DESIGNATION (See VA Handbook 0710, Appendix A, Paragraph 2, and Table 1)

A. IMPACT ON EFFICIENCY OF SERVICE <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED	B. SCOPE OF OPERATIONS: <input type="checkbox"/> WORLDWIDE <input type="checkbox"/> GOVERNMENTWIDE <input type="checkbox"/> MULTI-AGENCY <input checked="" type="checkbox"/> AGENCY	C. PROGRAM RISK LEVEL <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED
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STEP 2 - POSITION RISK POINTS
See VA Handbook 0710, Appendix A, Paragraph 3; and Table 2

LINE NO.	RISK FACTOR	RISK POINTS
1.	Degree of Public Trust	1
2.	Fiduciary Responsibility	1
3.	Importance to Program	1
4.	Program Authority	1
5.	Supervision Received	1
6.	Total Risk Points (Sum of Lines 1-5) ▶	5

STEP 3 - POSITION SENSITIVITY LEVEL
National Security Classified Information

NOTE: All positions must be evaluated for National Security considerations. Sensitivity levels do not replace risk levels, but are an addition to risk levels if applicable. See VA Directive 0710, paragraph 4, VA Handbook 0710, paragraph 2b; VA Handbook 0710, paragraph 4, VA Handbook 0710, Appendix A, paragraph 9 and 11; and 5 CFR Section 732.102.

SENSITIVITY LEVEL
 SPECIAL SENSITIVE CRITICAL SENSITIVE
 NON-CRITICAL SENSITIVE NONSENSITIVE

STEP 4 - RECOMMENDED ADJUSTMENT TO RISK LEVEL BY INFORMATION SECURITY OFFICER

NOTE: All positions are reviewed by Information Security Officer for access to VA information systems.

CONCUR WITH RISK LEVEL (See STEP 2)
 INCREASE RISK LEVEL TO: MODERATE RISK HIGH RISK

RISK LEVEL AS DETERMINED BY TOTAL RISK POINTS
 HIGH RISK
 MODERATE RISK
 LOW RISK/NONSENSITIVE

JUSTIFICATION

SIGNATURE OF INFORMATION SECURITY OFFICER: *B.S. MURDOK* DATE (MM/DD/YYYY)

STEP 5 - ADJUSTMENTS TO POSITION RISK LEVEL

NOTE: Some positions, by the very nature of the duties and responsibilities, will require adjustments to risk level designations. See VA Handbook 0710, Appendix A, paragraph 5, Adjustments. Additionally, some positions may temporarily require access to sensitive national security classified information. Such access will factor into the adjustment of the position sensitivity designation. See VA Handbook 0710, Appendix A, paragraph 11.

Risk Level: <input type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE RISK LEVEL TO: <input type="checkbox"/> MODERATE RISK <input type="checkbox"/> HIGH RISK	Sensitivity Level: <input type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE SENSITIVITY LEVEL TO: <input type="checkbox"/> NONCRITICAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> SPECIAL SENSITIVE
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STEP 6 - FINAL POSITION RISK/SENSITIVITY LEVEL DESIGNATION

FINAL POSITION RISK LEVEL <input type="checkbox"/> HIGH RISK <input type="checkbox"/> MODERATE RISK <input checked="" type="checkbox"/> LOW RISK	FINAL SENSITIVITY LEVEL DESIGNATION <input type="checkbox"/> SPECIAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> NON-CRITICAL SENSITIVE <input checked="" type="checkbox"/> NONSENSITIVE
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SIGNATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR: *Sharon Ideath, HR Spec* DATE (MM/DD/YYYY): *12/12/05*