

Providence VA Medical Center
POSITION DESCRIPTION:
EDUCATION SERVICES SPECIALIST, GS-1740-11
PD #650-000140

INTRODUCTION

The incumbent functions as an independent, professional educator/staff development specialist and is responsible for provision and coordination of customer-focused, performance-based educational services for non-clinical line and management staff within the Providence VA Medical Center. The Education Specialist partners with all services and department groups for the achievement of organizational objectives which require education and training in support of individual and group performance. The Specialist would complete assessments of educational and staff development needs; provide consultation to departments and services in the area of staff development and training, develop programs as directed by assessment, and evaluate outcomes of these activities as evidenced by improvement in patient care, staff performance, or work goals. The incumbent is responsible to provide for the affective, as well as, the cognitive and psychomotor educational needs of the employee to maximize performance. Educational activities can be conducted through traditional, multimedia, and teleconferencing modalities. Familiarity with adult learning theory and techniques appropriate to the audience and educational medium is essential.

DUTIES

- Responsible for education and staff development as well as contributing to teaching core mandated topics, coordinating and teaching in medical center-wide programs.
- Assesses and identifies priority areas for educational intervention including leadership and organizational factors.
- Partners with appropriate services and departments as a performance consultant to help achieve organizational objectives in a cost-effective manner through the provision of education and training.
- Plans, develops and implements educational activities based on information determined from assessed needs in a cost-effective manner. Through systematic needs assessments, identifies areas for educational programming.
- Collaborates with the ACNE/DLO on the development, coordination and evaluation of all educational activities.
- Communicates internal and external VA educational activities to appropriate staff.
- Serves as a consultant to assist all departments in the review of education materials, programs, and projects.
- Initiates change in educational/staff development activities based on current findings and concepts from research studies.
- Designs educational materials and methodologies according to performance objectives and student needs, utilizing traditional methods, multi-media, and teleconferencing effectively.
- Teaches effectively and creatively according to adult learning principles, addressing all domains of education, including the affective level.

- Provides job-related experiences for personnel commensurate with their abilities and skills.
- Acts as a liaison and/or preceptor to students from external affiliated academic programs.
- Accommodates staff with special learning needs due to age, disability, or culture.
- Represents and incorporates organizational mission, vision, values, and strategic planning into all aspects of education/staff development.
- Documents and records educational activities by policy.
- Analyzes the effectiveness and outcomes of educational activities for their impact on performance changes, cost efficiency, patient care and service, and support of the medical center's strategic plan.
- Works effectively with others, including the planning and problem-solving strategies among disciplines and facilitating open exchange of ideas between persons.
- Demonstrates excellent customer service to external and internal customers.
- Represents the VA well through relationships with professional and/or other health related groups within the community.

KNOWLEDGE REQUIRED BY THE POSITION

- Professional knowledge of educational process and the principles of adult learning in order to assess, design, implement, and evaluate educational activities for health care professionals and non-professionals in all fields.
- Basic knowledge of personality, cognitive, and psychosocial variables as they relate to human performance and group dynamics.
- Knowledge of the health care environment in order to successfully plan educational activities to impact that setting.
- Skills in group process in order to facilitate the learning of health care professionals and non-professionals in other fields.
- Skills in written and oral communication in order to communicate effectively with potential learners and other professionals.
- Management theory to effectively work within the organization.
- Existing VA Management infrastructure at the national, Network, and VAMC level.
- Computer literacy including programs for the creation of presentations and learning materials, audiovisual and teleconferencing equipment. Ability to teach basic computer functions.

SUPERVISORY CONTROLS

The ACNE/DLO assigns work, specifically and in terms of organizational objectives, long-range and short-term goals, and relative priorities. The incumbent participates in establishing priorities, setting guidelines, meeting organizational objectives. The incumbent collaboratively plans and carries out projects, selecting the approaches and methods to be used in solving problems.

GUIDELINES

Guidelines include Accrediting Agency regulations, Providence VA Medical Center policies, VHA directives and network policies.

COMPLEXITY

Activities include assessment, design, implementation and evaluation of continuing education activities; counseling employees on career development; and functioning as a consultant on professional and educational matters. These activities are performed among an interdisciplinary group of persons of all ages and educational levels. Activities include working on a network level as needed and within the community. Use of technology such as computers, audiovisual and teleconferencing equipment is necessary. Functioning in a constantly changing environment with multiple demands is expected. Problem solving must be done with both the individual needs and organizational needs being considered.

SCOPE AND EFFECT

The purpose of the work is to administer an effective Employee Education and Staff Development program in order to improve employee performance, customer care and service, and to improve the efficiency and economy of the PVAMC.

PERSONAL CONTACTS

Personal contacts include employees throughout the Medical Center, including senior management, representatives from colleges and universities, representatives from other VA's, private health care facilities, vendors, patients and their families.

PURPOSE OF CONTACTS

The purpose of contacts is to provide guidance, assistance and counseling; to determine educational needs, conduct educational events, contract with instructors, arrange seminars and conferences, obtain information or consultative services, or provide other services as needed.

PHYSICAL DEMANDS

The work is mostly sedentary, standing and walking and some rearranging of seating in classrooms, setting up and moving tables, and effective use of audiovisual equipment.

WORK ENVIRONMENT

The work is performed in an office, classroom or work sites.

POSITION REPORT		NATURE OF PROPOSED ACTION New		POSITION NUMBER 650-00014-0		
EXISTING						
CLASSIFICATION TITLE				SCHED.	SERIES	GRADE
ORGANIZATIONAL TITLE				NO. POSITIONS		
NAME OF EMPLOYEE		SECOND ORGANIZATIONAL SUBDIVISION				
STATION AND LOCATION		THIRD ORGANIZATIONAL SUBDIVISION				
FIRST ORGANIZATIONAL SUBDIVISION		FOURTH ORGANIZATIONAL SUBDIVISION				
PROPOSED						
PROPOSED CLASSIFICATION TITLE Program Specialist				SCHED. GS	SERIES 0303	GRADE 11
PROPOSED ORGANIZATIONAL TITLE				NO. POSITIONS One		
EVALUATION SUMMARY						
CLASSIFICATION TITLE Education Services Specialist				SCHEDULE GS	SERIES 1740	GRADE 11
ANALYSIS AND EVALUATION <i>(Use additional blank sheets if more space is required.)</i>						
<p>References: Position Classification Standard for Education Services Series, GS-1740 TS-109 October 1991; Grade Level Guide for Instructional Work TS-90 March 1989</p> <p>Background: This is a new position created to function as an independent, professional educator/staff development specialist and is responsible for provision and coordination of customer-focused, performance-based educational services for non-clinical line and management staff within the Providence VA Medical Center.</p> <p>Series & Title Determination: 1740 – Education Services Specialist This series includes professional positions the duties of which are to administer, supervise, promote, conduct, or evaluate programs and activities designed to provide individualized career-related or self-development education plans. The work requires knowledge of education theories, principles, procedures, and practices of secondary, adult, or continuing education. Some positions require skill in counseling students or enrollees to establish educational and occupational objectives.</p> <p>The incumbent will complete assessments of educational and staff development needs; provide consultation to departments and services in the area of staff development and training, develop programs as directed by assessment, and evaluate.</p> <p>Grade Determination: GS-11 Nature of Assignment Employees produce complete, self-contained, training products (courses, aids, methods, training plans, etc.) along subject-matter or functional specialty area lines. Assignments are characterized</p>						
CONCUR	DATE	EVALUATED BY Jacqueline R. Weaver <i>Jacqueline R. Weaver</i>			DATE 9/21/2010	
TITLE AND/OR ORGANIZATIONAL LOCATION		TITLE Classification Specialist				

FLSA EXEMPTION WORKSHEET

Position Title, Series, Grade, & Number:
Education Services Specialist, GS-1740-11
PD #650-00014-0

551.207 Professional exemption criteria:

To qualify for the professional exemption, an employee's primary duty must be the performance of work requiring knowledge of an advanced type in a field of science or learning customarily acquired by a prolonged course of specialized intellectual instruction or requiring invention, imagination, originality or talent in a recognized field of artistic or creative endeavor. Learned professionals, creative professionals, and computer employees are described in §§551.208, 551.209, and 551.210, respectively.

551.208 Learned professionals:

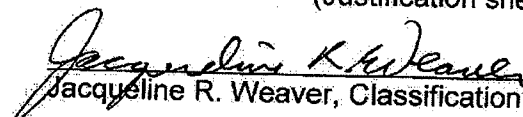
To qualify for the learned professional exemption, an employee's primary duty must be the performance of work requiring advanced knowledge in a field of science or learning customarily acquired by a prolonged course of specialized intellectual instruction. The work must include the following three elements:

- (1) The employee must perform work requiring advanced knowledge. Work requiring advanced knowledge is predominantly intellectual in character and includes work requiring the consistent exercise of discretion and judgment, as distinguished from performance of routine mental, manual, mechanical or physical work. An employee who performs work requiring advanced knowledge generally uses the advanced knowledge to analyze, interpret or make deductions from varying facts or circumstances. Advanced knowledge cannot be attained at the high school level; YES X NO
- (2) The advanced knowledge must be in a field of science or learning which includes the traditional professions of law, medicine, theology, accounting, actuarial computation, engineering, architecture, teaching, various types of physical, chemical and biological sciences, pharmacy, and other similar occupations that have a recognized professional status as distinguished from the mechanical arts or skilled trades where in some instances the knowledge is of a fairly advanced type, but is not in a field of science or learning; and YES X NO
- (3) The advanced knowledge must be customarily acquired by a prolonged course of specialized intellectual instruction which restricts the exemption to professions where specialized academic training is a standard prerequisite for entrance into the profession. The best prima facie evidence that an employee meets this requirement is possession of the appropriate academic degree. YES X NO

(For expansion of professional exemption, see 551.208 (b) thru (m).)

If answer is "yes" to all of the above questions, the position is Exempt.

POSITION IS: X Exempt Non-exempt
(Justification sheet attached, if needed.)


Jacqueline R. Weaver, Classification Specialist, VISN 1 CCU

09/21/2010
DATE

POSITION REPORT		NATURE OF PROPOSED ACTION New	POSITION NUMBER 650-00014-0		
EXISTING					
CLASSIFICATION TITLE			SCHED.	SERIES	GRADE
ORGANIZATIONAL TITLE				NO. POSITIONS	
NAME OF EMPLOYEE		SECOND ORGANIZATIONAL SUBDIVISION			
STATION AND LOCATION		THIRD ORGANIZATIONAL SUBDIVISION			
FIRST ORGANIZATIONAL SUBDIVISION		FOURTH ORGANIZATIONAL SUBDIVISION			
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Evaluation Statement (continued)
Education Services Specialist, GS-1740-11
PD #

by changing or new circumstances that affect specific situations and require adjustments in methods or approaches different from those in existing guidelines. Work involves extensive planning and organization, analyses of accumulated data and information, and considerable coordination and integration of the work with other functional activities.

At this level, instructional specialists develop complete, full-length courses comparable to those described in examples of typical course assignments of GS-09 instructors (see Part I of this guide). This level is also appropriate for work involving the performance of comparable assignments, such as reviewing and evaluating new audiovisual aids that affect an entire type of course, or planning and conducting validity and reliability studies to analyze test items.

Level of Responsibility

Assignments may be made on a continuing or a project basis. When on a continuing basis, much of the work is the result of the employee's recognition of problems needing attention or of subjects requiring study. When assigning work on a project basis, the supervisor explains the project in general terms, with emphasis on any unusually complex or novel problems anticipated and the general nature of the results expected. The employee independently performs work that requires original development and revision of materials or methods. Completed work is usually reviewed for technical adequacy and for educational or training soundness of treatment. Employees at this level frequently establish new contacts within and outside the agency to obtain needed information, often seeking it from primary sources (e.g., direct contacts and interviews with producers or manufacturers).

Nature of Assignment: The incumbent is responsible for education and staff development as well as contributing to teaching core mandated topics and coordinating and teaching in medical center-wide programs. The position plans, develops and implements educational activities based on information determined from assessed needs; completes a through systematic needs assessments to identify areas for educational programming; initiates change in educational/staff development activities based on current findings and concepts from research studies; and designs educational materials and methodologies according to performance objectives and student needs, utilizing traditional methods, multi-media, and teleconferencing effectively. The incumbent teaches effectively and creatively according to adult learning principles, addressing all domains of education.

- Professional knowledge of educational process and the principles of adult learning in order to assess, design, implement, and evaluate educational activities for health care professionals and non-professionals in all fields.
- Basic knowledge of personality, cognitive, and psychosocial variables as they relate to human performance and group dynamics.

- Knowledge of the health care environment in order to successfully plan educational activities to impact that setting.
- Skills in written and oral communication in order to communicate effectively with potential learners and other professionals.

Level of Responsibility: Work is assigned in terms of organizational objectives, long-range and short-term goals, and relative priorities. The incumbent participates in establishing priorities, setting guidelines, meeting organizational objectives. The incumbent collaboratively plans and carries out projects, selecting the approaches and methods to be used in solving problems.

Personal contacts include employees throughout the Medical Center, including senior management, representatives from colleges and universities, representatives from other VA's, private health care facilities, vendors, patients and their families.

Conclusion: The appropriate title, series, and grade for this position is Education Services Specialist, GS-1740-11

FLSA Determination:

FLSA EXEMPTION WORKSHEET

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