

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

**HR Copy**

1. Agency Position No.

04711A

2. Reason for Submission

- Redescription  New  
 Reestablishment  Other

Explanation (Show any positions replaced)

3. Service

- Hdqtrs  Field

4. Employing Office Location  
SAVAHCS Tucson, AZ 678

5. Duty Station

SAVAHCS Tucson 678/7-142A

6. OPM Certification

7. Fair Labor Standards Act

- Exempt  Nonexempt

8. Financial Statements Required

- Executive Personnel  Employment and Financial

9. Subject to IA Action

- Yes  No

10. Position Status

- Competitive  
 Excepted (Specify in Remarks)  
 SES (Gen.)  SES (CR)

11.

- Neither

12. Sensitivity

- 1-Non-Sensitiv  3-Critical  
 2-Noncriti  4-Special

13. Competitive Level Code

X01

14. Agency Use

0065

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	Education Technician	GS	1702	09	ll	1/25/08
e. Recommended by Supervisor or Initiating Office	Education Program Specialist	GS	1701	09		

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

c. Third Subdivision

a. First Subdivision  
SAVAHCS, Tucson AZ

d. Fourth Subdivision

b. Second Subdivision  
Education & Performance Management

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. Type Name and Title of Immediate Supervisor

Scott Ringenberg, M.D., Chief, E&PM

Signature

Date

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

Jayendra H. Shah, M.D., Chief of Staff

Signature

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.

Typed Name and Title of Official Taking Action

Patrice A. Craig, Human Resources Mgr.

Signature

Date

22. Position Classification Standards Used in Classifying/Grading Position

OPM STD Education + Trng Series, GS-1702, TS-109, Oct 91

Grade Level Guide Instructional Work 73-90, Mar 89  
**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  
DT: NO

Position is at full performance level

Risk Designation: LOW

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

**POSITION DESCRIPTION**  
**Education Technician**  
**GS-1702-09**

**Position Number:** 04711A

**Organizational Code:** EPM

**Organizational Location:** Southern Arizona VA Healthcare System, Tucson, AZ

**I. INTRODUCTION:**

The primary function of this position is to develop, coordinate, implement, and evaluate New Staff Orientation for all permanent employees, contracted employees, students, trainees, and WOCs. The incumbent works as a member of a team with other Education Specialists and clinical educators to assure that all staff receive an excellent introduction to SAVAHCS, the VHA, and the Veteran patient. The incumbent will work with SAVAHCS staff and the academic community to identify and document the fundamental competencies, skills, and knowledge required by the employee or student to work at their assigned position and to assure that those competencies are met through the orientation process.

**II. MAJOR DUTIES:**

1. Assess, plan, change, implement, coordinate, and evaluate New Staff Orientation based on an organizational agreement as to the goals and mission of the NSO program.
2. Assure alignment of NSO topics and interventions with the current SAVAHCS strategic plan and focus.
3. Adapt NSO to individualized orientation requirements for student groups, different levels of employees, WOCs and special groups such as the Department of Defense in consultation with Care Lines, Human Resources, and other Education Specialists.
4. Map out the three tiers of orientation for each employee: central, departmental, and job-specific and provide guidance on implementation of orientation of all three levels.
5. Stay current and provide leadership to SAVAHCS on accreditation requirements re: orientation and competencies.
6. Conduct regular reviews of competency documentation.
7. Assess computer and learning skill levels of NSO participants and adapt the program if necessary.
8. Demonstrates effective teaching skills using a variety of methods.
9. Oversee the quality and effectiveness of each component of NSO including verbal or PowerPoint presentations, hand-outs or written information, videos, games, storyboards, etc.
10. Provide direction and training to instructors about basic adult learning theory and techniques, presentation skill, audience participation, or instructional materials.
11. Facilitate the participant socialization into the VA such that participants feel welcomed, informed, inspired, aware, and committed to becoming part of the SAVAHCS community.

12. Work with other Educational Specialists to provide program support for other educational endeavors and programs as assigned.
13. Establish and maintain effective relationships with professional medical center staff, administration, and support services.
14. Provides quarterly reports to the Clinical Director for Education, Training, and Development.
15. Uses adult learning principles in preparing and implementing education programs including audience analysis.
16. Participates in interdepartmental activities.
17. Participates in budget analysis of educational programs, evaluates and recommends appropriate purchase of learning materials such that the programs stay fresh and contemporary.
18. Constructs tests and/or other evaluation techniques to measure learning.

### **III. FACTORS:**

#### **Factor 1- Knowledge Required by the Position**

Knowledge of program objectives, policies, procedures, or pertinent regulatory requirements relating to education or training activity. Skills gained through developmental experience or relevant collegiate study in applying education principles and techniques. Applies knowledge where the objectives are generally defined and can be accomplished by precedents or standard practice. Information necessary for assignments typically can be secured by application of conventional analytical and investigative techniques. Problems presented are straightforward; unknown factors and relationships are primarily matters of factual nature, and the procedures for solving problems are fairly well understood.

Uses MS Word and MS Excel to execute several office automation functions such as storing and retrieving electronic documents and files, activating, printers, receiving and transmitting e-mail. Uses MS PowerPoint to develop simple training interventions. Working knowledge of LMS.

Ability to communicate effectively both orally and in writing.

#### **Factor 2- Supervisory Controls**

Supervisor or team leaders makes assignments by defining objectives priorities, deadlines; and assists employee with unusual situations that do not have usable precedents. Employee plans and carries out successive steps and handles problems and deviations in the work assignments in accordance with instructions, policies, previous training, or accepted education principles and practices. Completed work is usually evaluated for professional soundness, appropriateness, and conformity to policy requirements. Methods used in arriving at the end results are not usually reviewed in detail.

#### **Factor 3- Guidelines**

Available guidelines do not adequately cover the specific problems or matters involved in the area of assignment. Judgment must be used in independently determining to

what extent a guideline or procedure required interpretation and adaptation to be appropriate, e.g. for a particular school setting, student population, etc.

#### **Factor 4- Complexity**

Assignments are characterized by the conventional or established nature of the educational/training product and the requirement for some adaptation of existing materials or methods. Employees gather relevant information, analyze pertinent data, develop findings, and make recommendations that are largely modeled on precedents. Applies knowledge of training and personnel to specific situations with many variables. Performs complete assignments requiring involvement with generally cooperative parties. Chooses from several courses of action depending on the facts and issues involved and the objectives of the assignment. Uses a variety of analytical and other techniques to solve problems characterized by: many interrelated facts that are obtainable from several sources, disputed facts, one or a few related issues, determining the importance of facts, in-depth exploration of agency policies and practices, and involvement with

#### **Factor 5- Scope and Effect**

Works primarily with the central New Staff Orientation programs and assists work units, Care Lines, and programs to develop current departmental and work unit/job specific orientation programs. Will also assist Educational Specialists with a variety of educational programming, which could consist of development of curriculum, planning of educational programming processes, establishment of AV equipment support, organization of materials, establishment of an evaluation process, and other elements of any educational endeavor.

#### **Factor 6- Personal Contacts**

Contacts are generally with all new employees, students, other WOC staff, and contract employees, managers and administrative officers, subject matter specialists, and Human Resource and IT staff.

#### **Factor 7- Purpose of Contacts**

Purpose is to welcome, influence, inform, facilitate, and guide new staff & students through their initial experience at SAVAHCS and to assure a smooth and efficient transition to their work areas. Incumbent also must skillfully coordinate all training instructors and provide meaningful feedback about the quality and outcomes of their presentations. In addition, incumbent documents all orientation experiences in their records and communicates to the receiving unit about the new employees preparation to begin their next phase of orientation. Incumbent must be skillful in dealing with many types of individuals and groups to accomplish the Orientation objectives.

#### **Factor 8- Physical Demands**

Physical Demands include above average ability, dexterity, and strength are required to perform the work. Transporting, lifting, setting up of equipment for educational training purposes, and activities. Work is a mix of sedentary activities with periods of sitting at desk and computer, and active activities such as walking, standing at length while teaching, bending, carrying items, and handling AV equipment. Ability to handle stress

and deadlines necessary as position requires frequent multi-tasking and management of concurrent project/programs.

**Factor 9- Work Environment**

Work is usually performed in meeting rooms, conference rooms, auditoriums, schools, or offices. This position may require travel, including the normal everyday risks of auto, bus, and air transportation. This position requires no exposure to blood-borne pathogens, body fluids, and other potentially infectious materials.

**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.