

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No.
07225-0

2. Reason for Submission <input checked="" type="checkbox"/> Redescription <input type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field		4. Employing Office Location VA TN Valley Healthcare		5. Duty Station Nashville Campus		6. OPM Certification	
7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		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)		8. Financial Statements Required <input type="checkbox"/> Executive Personnel <input checked="" type="checkbox"/> Employment and Financial		9. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		13. Competitive Level Code X37	
				11. <input checked="" type="checkbox"/> ... <input type="checkbox"/> ... <input type="checkbox"/> Neither		12. Sensitivity <input type="checkbox"/> 1-Non-Sensitiv <input type="checkbox"/> 3-Critical <input type="checkbox"/> 2-Noncriti <input type="checkbox"/> 4-Special		14. Agency Use 8888	

Classification (Show any positions replaced)
PD #07225-0
classified 11/08/05

15. Classified/Graded by	Official Title of Position	Pav Plan	Occupational	Gra	Initial	Date
a. U.S. Office of Personnel Management	HR COPY Voluntary Service Officer	GS	0301	13		04/09/09
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review						
e. Recommended by Supervisor or Initiating Office	Voluntary Service Chief	GS	0301	14		

16. Organization Title of Position (If different from the official title) Voluntary Service Chief		17. Name of Employee (if vacant, specify)	
18. Department, Agency, or Establishment DEPARTMENT OF VETERAN AFFAIRS		c. Third Subdivision	
a. First Subdivision VA TENNESSEE VALLEY HEALTHCARE SYSTEM		d. Fourth Subdivision	
b. Second Subdivision VOLUNTARY SERVICE		e. Fifth Subdivision	

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
Emma Metcalf, RN, COO- Alvin C. York
Signature _____ Date _____

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
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
Mary Jackson, HR Specialist (Classification)
Signature _____ Date 04/09/09

22. Position Classification Standards Used in Classifying/Grading Position
OPM GS-301; OPM GS Supervisory Grade Evaluation Guide; VA HRM #05-95-10; VA HRM #05-93-24

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)

SEE VAC 18 ON 3-21
JAN 18 2009

POSITION DESCRIPTION

Voluntary Service Officer, GS-0301-14 13

Position Number:

Organizational Location: This position is located in Voluntary Service.

Primary Purpose: Incumbent serves as the Chief, Voluntary Service, Department of Veterans Affairs Tennessee Valley Healthcare System (VA TVHS).

INTRODUCTION

The incumbent works in the VA Voluntary Service Office and is a key member of the Director's management staff for the Tennessee Valley Healthcare System (TVHS) and shares responsibility for station planning, programming, budgeting and general administration. As a member of the Director's management staff, the incumbent is involved in the development of overall management objectives and the operating philosophies necessary to attain the ultimate effectiveness of providing medical care to veterans served by the TVHS. The Chief of Voluntary Service is responsible for carrying out the following managerial and supervisory functions for VAVS: budgeting; data analysis; personnel selection; resource allocation; maintenance contracts; hardware inventory; supplies; organization; utilization of space; planning; decision making; evaluation; personnel development; programming; and personnel utilization. The VAVS Chief serves as a senior advisor to TVHS Executive Leadership Team, other Service Chiefs, and as requested, to VISN and National VA organizational elements. The VAVS Chief is able to recruit, supervise and train volunteers and staff. The incumbent will develop corporate sponsorship and the Patient Transportation Program. TVHS is a Category I Health Care Facility that boasts a staff of over 2900 employees with 575 beds and provides general medical and surgical care, nursing home care, psychiatric care, and domiciliary services. TVHS is affiliated with Vanderbilt University School of Medicine and Meharry Medical College; has active affiliation agreements with several medical and allied health programs within and outside of Tennessee; and work closely with the VISN 9 office.

Principle Duties:

1. The incumbent is responsible for managing the Voluntary Service program. The incumbent assumes full authority for the promotion and recruitment of volunteers; the evaluation of staff requests; and the development of formalized orientation, education and/or training programs for both volunteers and utilizing services. The position requires a knowledge of Department of Veterans Affairs administrative regulations, TN Valley Healthcare System (TVHS) policies and procedures in order to effectively recruit volunteers as well as coordinate and promote volunteer activities and volunteerism within the TN Valley Healthcare System to meet specified goals.

2. The incumbent has the responsibility to continuously review Voluntary Service operations and applies sound management practices to ensure the accomplishment of objectives, and conducts intensive reviews and appraisals of the program so as to explore new volunteer assignment, and/or donation opportunities. The position requires the ability to solicit and manage contributions from potential corporate sponsors, veteran service organizations, and individuals for general patient needs. Incumbent has full volunteer program responsibility and full delegated authority and responsibility for designing a voluntary service program that meets the facilities needs. The responsibilities include planning; establishing and implementing policy; developing program goals and objectives; and responsibility for the operation, evaluation, and coordination (internal and external) of the facilities.
3. Plans and presides at the Voluntary Service Committee meetings and its subcommittees. The incumbent establishes and maintains relationships with the members of the committee for the purpose of motivating increased attendance and participation at committee meetings as well as purpose of motivating increased activity in medical center programs. Completes the Annual Joint Reviews that are conducted with committee members and orients new representatives and deputy representatives to the medical centers. Develop innovative/creative community outreach programs that provide volunteers and financial resources. Provides information about the Voluntary Service Program to various representatives from affiliated veteran service organizations, civic groups, and local community organizations.
4. The incumbent is responsible for managing the Ambassador program and as full advisor to top management staff. Develops initiatives to improve customer service/patient satisfaction; maintains an awareness of available resources, and makes recommendations to Medical Center management for any improvements. The Chief will develop short and long range plans for the accomplishment of the TVHS Ambassador program goals and objectives as well as develop and implement other customer service programs and program changes that impact the ability to meet the health care system's needs. The incumbent is involved in the overall management of the system as evidenced by membership and active participation on various committees as appropriate. Incumbent will chair medical center committees, task forces, and other organizational vessels related to customer service/patient satisfaction when required.
5. Incumbent will provide supervision to Voluntary Service and Ambassador program staff at all Tennessee Valley Healthcare System Community Based Outpatient Clinics.
6. Represents Medical Center Director in dealing with a diverse range of people including members of the community, city, state, and agency officials at all levels. Meets with the public and speaks on behalf of the Director and medical

center, resolving disputes, stating policy and describing program changes as they occur. Develops community involvement by penetrating the community with positive media about the VA Volunteer opportunities; increasing exposure by publicizing special projects. Cultivates, identifies and develops local corporation contacts and recruits volunteers for special projects and programs. The incumbent must have the ability to communicate both publicly and in writing to community groups, veterans groups, hold orientations and inform the community of patient needs, representing TVHS in a professional and positive image. The incumbent must also have the ability to plan and coordinate events involving large groups of veterans and/or volunteers and community groups.

Factor 1-3 550 Points (Program Scope and Effect)

Directs a program segment that performs technical, administrative, protective, investigative, or professional work. The program segment and work directed typically have coverage which encompasses a major metropolitan area, a State, or a small region of several States; or when most of an area's taxpayers or businesses are covered, coverage comparable to a small city. Providing complex administrative or technical or professional services directly affecting a large or complex multi-mission medical installation also falls to this level. Activities, functions, or services accomplished directly and significantly impact a wide range of agency activities, the work of other agencies, or the operations of outside interests (e.g., a segment of a regulated industry), or the general public. At the field activity level (involving large, complex, multi-mission organizations and/or vary large serviced populations) the work directly involves or substantially impacts the provision of essential support operations to numerous, varied, and complex technical, professional, and administrative functions.

Factor 2-2 250 Points (Organizational Setting)

The position is accountable to a position that is one reporting level below the first SES, or equivalent or higher level position in the direct supervisory chain.

Factor 3-2 ~~450~~ 3775 Points (Supervisory/Managerial Authority Exercised)

In addition to elementary supervisory authorities and responsibilities, this position plans and schedules ongoing production-oriented work on quarterly and annual basis, or direct assignments of similar duration. Adjusts staffing levels or work procedures within the organizational unit(s) to accommodate resource allocation decisions made at higher echelons. Justifies the purchase of new equipment. Improves work methods and procedures used to produce work products. Oversees the development of technical data, estimates, statistics, suggestions, and other information useful to higher level managers in determining which goals and objectives to emphasize. Decides the methodologies to use in achieving work goals and objectives, and in determining other management strategies.

OR

Contracted work involves a wide range of technical input and oversight tasks comparable to all or nearly all of the following: analyze benefits and cost of accomplishing work in-house versus contracting; recommend whether or not to contract; provide technical requirements and descriptions of the work to be accomplished; plan and establish the work schedules, deadlines, and standards for acceptable work; coordinate and integrate contractor work schedules and processes with work of subordinates or others; track progress and quality of performance, arrange for subordinates to conduct any required inspections; decide on the acceptability, rejection, or correction of work products or services, and similar matters that may affect payment to the contractor.

OR

Carries out at least three of the first four and a total of six or more of the following supervisory authorities and responsibilities: plans work to be accomplished by subordinates, sets and adjusts short-term priorities, and prepares schedules for completion of work; assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees; evaluates work performance of subordinates; gives advice, counsel, or instruction to employees on both work and administrative matters.

In addition, carries out at least three or more of the following to total six of the ten authorities: interviews candidates for positions in the unit, recommends appointment, promotion, or reassignments to such positions; hears and resolves complaints from employees, referring group grievances and more serious unresolved complaints to a higher level supervisor or manager; effects minor disciplinary measures, such as warnings and reprimands, recommending other actions in more serious cases; identifies developmental and training needs of employees, providing for and arranging for needed development and training; finds ways to improve production or increase the quality of work directed; develops performance standards.

¹⁵
Factor 4A – 375 Points (Nature of Contacts)

Contacts include those that take place in meetings and conferences and unplanned contacts for which the employee is designated as a contact point by higher management. They often require extensive preparation of briefing materials or up to date technical familiarity with complex subject matter. Frequent contacts are comparable to any of the following: high ranking civilian managers, supervisors, and technical staff at bureau and major organization levels of the agency, with agency headquarters administrative support staff; or with comparable personnel in other Federal agencies; key staff of public interest groups (usually in formal briefings) with significant political influence or media coverage; journalists representing influential city or county newspapers or comparable radio or television coverage; congressional committee and subcommittee staff assistants below staff director or chief counsel levels; contracting officials and high level technical staff of large industrial firms; local officers or regional or national trade associations,

public action groups, or professional organizations, and/or state and local government managers doing business with the agency.

Factor 4B-3 - 100 points (Purpose of Contacts)

The purpose of contacts is to justify, defend, or negotiate in representing the project, program segment(s) or organizational unit(s) directed, in obtaining or committing resources, and in gaining compliance with established policies, regulations, or contracts. Contacts at this level usually involve active participation in conferences, meeting, hearing, or presentations involving problems or issues of considerable consequence or importance to the program or program segment(s) managed.

Factor ~~5-8~~-~~1030~~ Points (Difficulty of Typical Work Directed)

2 205

The highest graded non-supervisory work directed, which requires at least 25 percent of this position's duty time, is GS-13, or equivalent.

Factor ~~6-5~~-~~1225~~ Points (Other Conditions)

1 310

Supervision and oversight involve significant and extensive coordination and integration of a number of important projects or program segments of professional, scientific, technical, and managerial or administrative work comparable in difficulty to the GS-12 level. Supervision also involves major recommendations that have a direct and substantial effect on the organization and projects managed.

OR

Supervision involves directing a highly technical, professional, administrative or comparable work at GS-13 or above which involves extreme urgency, unusual controversy, or other, comparable demands due to research, development, tests and evaluation, design, policy analysis, public safety, public health, medical, regulatory, or comparable implications.

OR

This position manages work through subordinate supervisors and/or contractors who each direct substantial workloads comparable to the GS-11 level.

Other Significant Facts:

The Sensitivity Level of the position is a non Critical-Sensitive.

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.

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 VHS&RA 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.

Uses processing software to execute several office automation functions such as storing and retrieving electronic documents and files; activating printers; inserting and deleting text; formatting letters, reports and memoranda; and transmitting and receiving e-mail.

Uses spreadsheet software to develop and change spreadsheets in order to graphically display data.

Uses graphics software to develop presentation materials.

Uses the Veterans Health Information & Technology Architecture (VISTA) to access information in the Medical Center Computer System.