

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No. **07954-0**

2. Reason for Substitution

- Redescription New
 Reestablishment Other

3. Service

- Hdqtrs Field

4. Employing Office Location
VA Caribbean Healthcare

5. Duty Station
San Juan

HUMAN RESOURCES COPY

6. OPM Certification

E. Position (Show any positions replaced)

Last classified on 6/19/02

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-Noncrit 4-Special

13. Competitive Level Code
X05
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	DETAILS CLERK (Typing)	GS	303	05	AM	4/17/08
e. Recommended by Supervisor or Initiating Office						

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

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment
VETERANS HEALTH ADMINISTRATION

c. Third Subdivision
ENROLLMENT BENEFITS & ADMISSIONS

DEPARTMENT OF VETERANS AFFAIRS

d. Fourth Subdivision
HEALTH BENEFITS ADMINISTRATION SERVICE

b. Second Subdivision
VA CARIBBEAN HEALTHCARE SYSTEM

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

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

Signature *Angel Roman* Date *4/19/08*
ANGEL ROMAN, SUPV MEDICAL ADM

Signature *Miriam Zayas* Date *4/16/08*
MYRIAM ZAYAS, CHIEF, HBA

21. Classification/Job Grading Certification. I certify that his 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
Grade Level Guide for Clerical and Assistant Work, TS-91 of June 1989

Typed Name and Title of Official Taking Action

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.

DAMARIS TOSADO-QUINONES, MPA, MA

Signature *Damaris Tosado* Date *4-18-08*

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initial	Date	Initial	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier		<i>AM 4/17/08</i>								

24. Remarks
*Minor changes to pd; does not change grade
Full Performance level
This position does not have promotion potential*

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

*684
04/11/08
[Signature]*

POSITION DESCRIPTION
DETAILS CLERK
PD 7957-GS-303-5

The Caribbean Health Care System is composed of various services that include: Medicine, Surgery, Physical and Rehabilitative Services, Mental Health and Behavioral Sciences, Spinal Cord Injury, Blind Rehabilitation, Nursing Home. It also has various Community Based Clinics throughout Puerto Rico and the U.S., Virgin Islands. It is a very complex case mix with multiple supportive services.

The Details Clerk is a position dedicated to provide highly sensitive, compassionate and caring service. The incumbent must possess excellent customer service skills for this position due to the seriousness and delicate circumstances involved in performing the duties.

The Incumbent will process all death certificates and notification to next-of-kin for patients place on seriously ill lists that occur at the VA Medical Center. Provides orientation to other institutions regarding processes required for interment of veterans admitted previously authorized by VA.

Is responsible to expeditiously contact the Next of Kin and document *time* and person contacted when a veteran *dies* at the VA facility; requests their presence at the institution to contact the attending physician for official notification.

Provides initial eligibility entitlement on burial benefits and coordinates the transition of the cadaver *to* the *funeral home selected* by the family. In the performance of this duty the clerk must assure that all required documentation is accurate, pay attention to all required details in assuring the correct body is delivered. Must assure and verify all pertaining documentation to assure accuracy and correct identification of all tags and patient information. Maintains a Death Details Check-List with accurate and detailed information on all information gathered on the deceased case to assure compliance with VHA directives and further actions if necessary.

Will screen the circumstances involving the death of patients that present possible Medico-Legal intervention. Consults to VA pathologist for clarification and determination of ~~F~~Forensic intervention by local authorities. Once a determination has been made that the patient is to be referred to Forensic, the local police authorities will be contacted for their authentication of the body and provide VA an authorization to release the body issued by the local department of justice.

Processes unclaimed deceased veterans to assure they are provided with an official interment as prescribed by VA regulation and in accordance with specifications contained in M1,P1 Chapter 14.

Is responsible to send condolence letters to family members for the death of their loved one; signed by the director of VAMC no later than two weeks from death.

Maintains an up-to-date log book available and secured on all death cases for audit purposes.

On a daily basis obtains and reports all pending actions related to death cases and updates the incoming shift on special events involving each case.

Will serve as VA representative on all interment of unclaimed bodies and has authority to examine casket and vestment of the deceased in order to guarantee the resources utilized are in accordance with regulation.

Is responsible to accompany police authorities and funeral employees to VA morgue for the delivery and/or authentication of cadaver.

FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITION:

Must be a qualified typist (40wpm).

Must be bilingual written and oral Spanish/English.

Knowledge of Computerized Patient Record and capable to prepare, abstract and obtain information related to patient treatment.

Is knowledgeable in the use of various equipment, such as calculator, computer keyboard for data entry, scanner and fax machine.

Is required knowledge of VA regulations, procedures and operations requiring experience in order to perform the full range of the position in order to accurately orient the veteran and his beneficiaries.

Knowledge of Health Portability and Account Act. (HIPPA) and processes there of for Release of Information.

FACTOR 2. SUPERVISORY CONTROLS.

The incumbent is under the direct supervision of the Supervisor or Section Chief for the Enrollment/Benefits and Admissions. Objectives, priorities, goals and deadlines are determined by the supervisor. Employee works independently carrying out a whole array of tasks related to the specifics of the job assignment. Completion of work will be subject to review and scrutiny.

FACTOR 3. GUIDELINES.

Direction is contained in manuals, VHA directives, local Standard Operating Procedures, memorandums; state and local laws, public laws. These may be broad in general terms; however interpretation may be a requirement by Service Chief or Section Chief. These will be covered through meetings or direct written guidance. M1P1, Chap. 14, 21.

FACTOR 4. COMPLEXITY.

The work involves strong Privacy Act and Confidentiality application in the execution of duties.

The position is very sensitive and is very detailed oriented in assuring accuracy in the gathering, delivery, communication and written documentation on each particular case. It is a high risk position that inadequate management of a case can create serious medico-legal action against VA and emotional and/or serious implications to family members.

Explaining VA regulations and applicable directives involves a high degree of tact and diplomacy, particularly to family members upon the loss of their loved one.

FACTOR 5. SCOPE AND EFFECT.

The purpose of this position is to provide administrative orientation and support in time of mental stress and emotional upset to relative of a deceased veteran. Assured that VA regulations are fulfilled with each particular case and in accordance with the requirements of local authorities.

FACTOR 6. PERSONAL CONTACTS.

Contacts are initially with veterans and their beneficiaries, VA administrative facility staff. Contacts may involve local police authorities, justice department and local agencies that govern specific actions pertinent to individual cases being processed.

FACTOR 7. PURPOSE OF CONTACTS.

The purpose of contacts is mainly to compile and process information that will enhance documentation; provide detailed information that complies with the requirements of Veterans Health Administration.

FACTOR 8. PHYSICAL DEMANDS.

Physical demands entail dealing with high stressful situations involving distressed patients' relatives with emotional sensitivity.

Work is mostly sedentary however walking; bending; stooping and standing is required.

FACTOR 9. WORK ENVIRONMENT.

Work is performed in an office setting with different equipment required for the normal operation to the position in execution of its tasks. The work will be performed in an environment that is suitable to customer service standards and free from sexually related harassment creating an atmosphere for professional development and practices.