

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No.
1820

2. Reason for Submission
 Redescription New
 Reestablishment Other
 Explanation (Show any positions replaced)

3. Service
 Hdqtrs Field

4. Employing Office Location
Memphis, TN

5. Duty Station
VAMC

6. OPM Certification

7. Fair Labor Standards Act
 Exempt Nonexempt

8. Financial Statements Required
 Executive Personnel Financial Employment and Financial Interests

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-Sensitivity 3-Critical
 2-Non-critical 4-Special

13. Competitive Level Code
(XØ1)
 14. Agency Use

15. Classified/Graded by	Official Title of Position	Pav Plan	Occupation	Grade	Initials	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Health Care Education Specialist	GS	1701	13	LB	8/16/04
e. Recommended by Supervisor or Initiating Office	Health Care Education Specialist	GM	1701	13		

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

17. Name of Employee (If vacant, specify)
Linda O. Nichols

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

c. Third Subdivision
Associate Chief of Staff for Education

a. First Subdivision
Medical Center, Memphis, TN

d. Fourth Subdivision

b. Second Subdivision
Chief of Staff

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
JAMES B. DALE, MD, ACOS/E

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

Signature *J Dale* Date 7/8/04

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.

22. Position Classification Standards Used in Classifying/Grading Position
OPM Grade Level Guide for Instructional Work (TS-90) dated March 1989.

Typed Name and Title of Official Taking Action
FRED BURTON, HR Specialist (Classification)

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

Signature *Fred Burton* Date 8/16/04

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

24. Remarks: In the performance of official duties, the employee has regular access to printed and electronic files containing sensitive data which must be protected under the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and DM&S policy. The employee is responsible for 1) protecting that data from unauthorized release or from loss, alteration, or unauthorized deletion and 2) following applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in a computer access agreement which the employee signs.

Amended 8/17/06 to include GEMS responsibilities.

Description of Major Duties and Responsibilities (See Attached)

POSITION DESCRIPTION

GS

INTRODUCTION

This position is based in Education Service. The primary role of the incumbent is to develop education and leadership programs that further the organization's mission to effectively train and educate VAMC employees of all levels and at all levels of the organization, including the VISN and national levels. In addition, the incumbent is an active health services researcher, with responsibility for developing and conducting research studies relevant to improving health care and maximizing health care resources.

MAJOR DUTIES

Development and Administration of Medical Center Employee Training Program
Responsible for Medical Center Employee Education program. As Chair of Employee Training and Development Committee, sets training agenda for medical center through identifying employee training needs through surveys, feedback, organizational and system needs, and input from medical center leadership team. Applies knowledge of the VHA High Performance Development Model (HPDM) to prioritize and plan for employee development throughout all levels of the organization. Responsible for assessing employee and organization training needs. Develops and/or identifies resources to meet training needs, taking into account competing priorities. Provides guidance to medical center leadership in using training resources. Provides guidance and oversight of education tracking process, mandatory training, computer training, and publicity of educational opportunities.

Chairs Employee Training and Development Committee
Serves as member of interdisciplinary group responsible for implementing training initiatives in the organization. This group forms recommendations concerning purchase of educational resources and effective use of existing resources.

Development of Employee Training Resources
Develops and teaches courses for employees in leadership, geriatrics-gerontology, and team development, consistent with the principles of adult education. Serves as education resource consultant to medical center leadership and staff. Consults with individual teams and services in the medical center. Provides assistance in group dynamics, communication, leadership, consensus building, goal setting, etc.

Plans and implements a variety of training venues to make the prioritized training available to all employees of the organization. Frequency, location, duration, content, and mode are all important elements combined to create effective training opportunities. Includes developing, gathering or modifying materials to personally create and/or present training sessions. Tracks student feedback to make needed improvements.

Development of/Participation in Network and National Employee Training Programs

As representative to Network Learning Council and Leadership Institute Planning Committee, develops leadership training agenda for VISN. Develops and presents training activities for Network Leadership Institute and national VA leadership programs.

University/Community Liaison

Works with schools and universities, deans and department chairs, and interdisciplinary faculty in developing professional and accredited course work and faculty resources. Is appointed as a faculty member at the university level. Serves as a liaison with local municipal and service agencies in aging.

Conducts Health Services Research

Maintains an active program of health services research. Works with VA staff, university faculty, content specialists across the country. Within the medical center, provides consultation and assistance to staff developing health services and clinical research studies. Contributes to scientific knowledge through presentations and scholarly publications.

Project/Task-Oriented Assignments

Serves on various task forces or work groups for the medical center, VISN, or VA, as assigned. These assignments may include serving as the leader or as a member to accomplish a specified task or assignment.

Performs other related duties as assigned.

Factor 1- Knowledge Required by the Position

(1) Professional knowledge of the theory, principles and applications of curriculum and program design and implementation to develop, coordinate, and administer overall program; (2) Knowledge of the theories, principles and applications of andragogy (adult learning theory), leadership, team process, and geriatrics-gerontology to plan a learning agenda, develop curricula and instruct staff; (3) Knowledge of the principles and methods of educational and program evaluation to evaluate curricula and program effectiveness; (4) Knowledge of VHA and relevant governing or accrediting bodies' training requirements for employees; (5) Knowledge of the major issues, program goals and objectives, work processes and administrative operations of the organization; (6) Knowledge of research design and ability to apply research techniques; (7) Knowledge of evaluation techniques to evaluate programs and staff; (8) Written and oral communication skills to communicate effectively to leadership, staff, colleagues and the scientific community; (9) Knowledge of and ability to apply the High Performance Development Model, design and evaluation criteria to needs, training plans, course methods, materials and aids with the purpose of developing program that meet organization needs and enhance employee development.

Factor 2- Supervisory Controls

The medical center or VISN leadership provides administrative direction with broadly defined missions or functions. The employee has responsibility for identifying, planning, designing, and carrying out programs, projects, studies or other work independently. Results of the work are normally accepted without significant change. If the work should be reviewed, the review concerns such matters as influence of the overall program, or the contribution to the advancement of the field. Recommendations for new projects and alteration of objectives are usually evaluated for such considerations as availability of funds and other resources, broad program goals or national priorities. For research activities, incumbent acts as Principal Investigator, with oversight coming from national funders and institutional review boards for procedural regulation.

Factor 3- Guidelines

Guidelines are general system and facility administrative policies and precedents, or scientific and discipline guidelines, or are, in some cases, non-existent. The employee uses resourcefulness and incentive in developing educational and research programs.

Factor 4- Complexity

Work involves planning, implementing and evaluating medical center wide training agendas; planning, implementing and evaluating medical center wide training programs; and planning, implementing and evaluating VISN and national level training and research programs in leadership, group process, and geriatrics-gerontology.

Developing, coordinating and teaching and researching in these professional areas require working with relatively new and emerging concepts, theories, and methods. Success is determined by incumbent's ability to make sound professional decisions based on extensive fact finding, studies, research, interpretation of results, formative and summative evaluations. A great deal of originality is required to develop a coordinated education agenda and new programs, to develop scientifically sound research agendas and studies, to coordinate and instruct health care professionals and to develop and present new and sophisticated concepts in an integrated program of learning activities in a variety of settings.

Factor 5- Scope and Effect

The scope of the duties is broad, including planning, program organization and management, development of new education and research programs, evaluation, consultation and writing. The purpose of the work is to support the organization's mission through developing training and research programs in leadership, group process, and geriatrics-gerontology. These programs constitute a major function of the agency and impact a wide range of clinical and training activities. These programs also impact a national VA and non-VA audience and have the potential to change national clinical practice in geriatrics-gerontology.

Factor 6- Personal Contacts

The incumbent will work directory with national experts, VHA staff from other facilities, deans, department heads, service chiefs, administrators, and faculty from across the country. In order to maintain proficiency and professional development, the incumbent will be expected to be appointed to and serve on the faculty of an appropriate affiliated school, and to attend and participate in the affairs of national and local professional associations.

Factor 7- Purpose of Contacts

The purpose of contacts is to meet the organization's mission through development of staff and to further the field of geriatrics-gerontology.

Factor 8- Physical Demands

No special physical demands such as above average ability, dexterity, or strength are required to perform the work. Work is sedentary and the employee may sit comfortably. There may be some walking, standing, bending, carrying of light items, driving of an automobile, etc. Fieldwork may involve traveling to interviews, meetings, and sources of information.

Factor 9- Work Environment

Work is usually performed in offices, meeting rooms, or similar settings. The work areas are adequately lighted, heated, and ventilated. Many positions involve travel, including the normal everyday risks and discomforts of auto, bus, rail, and air transportation.

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.

Health/Safety

Complies with all safety/fire prevention rules/regulations, using protective equipment when required and provided. Promptly reports all accidents and notifies supervisor of unsafe/unhealthful conditions in the workplace. Attends scheduled training sessions and participates in facility or service level safety promotions as directed by supervisor. Knows fire drill and emergency plans for work area, including location of all emergency fire equipment.

Addendum 8/17/06

Under Principle Duties and Responsibilities add the following statement:

"Ensures the development, implementation and maintenance of GEMS requirements in accordance with VHA and Medical Center policy. This involves developing and implementing environmental policies, procedures and systems within areas of responsibility."

Memorandum

Department of
Veterans Affairs

Date: August 17, 2006

From: ACOS/Education (11A)

Subj: Position Description Amendments

To: Human Resources Management Service, Classification Section (05C)

1. This is to request that the following positions be amended:

- a. PD # 1820 Health Care Ed. Specialist, GS 1701-13
- b. PD # 9301 Librarian, GS 1410-12
- c. PD # 2182 Program Specialist, GS 0301-11

2. Each of the above referenced position descriptions should be amended to include the following duties:

Ensures the development, implementation and maintenance of GEMS requirements in accordance with VHA and Medical Center policy. This involves developing and implementing environmental policies, procedures and systems within areas of responsibility.

3. This information should be added under principle duties and responsibilities.



JAMES B. DALE