

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No.
596-08035A

2. Reason for Submission <input type="checkbox"/> Redescription <input checked="" type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other Explanation (Show any positions replaced)		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field		4. Employing Office Location Lexington		5. Duty Station 596		6. OPM Certification	
				7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel <input type="checkbox"/> Employment and Financial		9. Subject to IA Action <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
				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)		11. <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Neither		12. Sensitivity <input type="checkbox"/> 1-Non-Sensitiv <input checked="" type="checkbox"/> 3-Critical <input type="checkbox"/> 2-Noncriti <input type="checkbox"/> 4-Special	

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational	Gra	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or						
c. Second Level Review						
d. First Level Review	Training Instructor	GS	1712	7		
e. Recommended by Supervisor or Initiating Office	Computer Applications Trainer/ADPAC	GS	1712			

16. Organization Title of Position (If different from the official title)	17. Name of Employee (if vacant, specify)
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18. Department, Agency, or Establishment VA Medical Center	c. Third Subdivision
a. First Subdivision	d. Fourth Subdivision
b. Second Subdivision	e. Fifth Subdivision

19. Employee Review — This is an accurate description of the major duties and responsibilities of my position.	Signature of Employee (optional)
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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.
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a. Type Name and Title of Immediate Supervisor	b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
Signature _____ Date _____	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
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Typed Name and Title of Official Taking Action Laura Faulkner, Chief, HRMS	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.
Signature _____ Date _____	

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

24. Remarks

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

Training Instructor
Computer Applications Trainer/ADPAC
GS-1712-07
PD # 08035A

I. Introduction

This position serves as the Computer Applications Trainer/ADPAC assigned to Office of the Chief of Staff, supervised by the Supervisor Clinical Application Coordinator. The incumbent independently coordinates and implements training for the Medical Center in facilitating software utilization that will allow the delivery of quality patient care, maximized patient safety, workflow efficiency and minimal disruption to end users and clinical staff. The duties of the position are associated with assisting in the administration, implementation, instruction, evaluation and coordination of the Computerized Patient Record System (CPRS) and Medical Center software program use by staff.

Incumbent will normally work at one of the locations for the two divisions (Cooper Drive Division or Leestown Road Division), but is required to work at the other location as necessary. The medical center is a two-division tertiary care facility that provides acute medical, surgical, neurological, and mental health inpatient services with a 99-bed complement at the Cooper Drive Division as well as a 61-bed Nursing Home Care Unit and an additional 30-bed Psychosocial Residential Rehabilitation beds at the Leestown Division. This large complex, tertiary care, dual-division, and affiliated research facility with over 250 beds for medical and surgical care at primary, secondary, and tertiary levels, and psychiatry, and extended care. The medical center has an extensive outpatient program with a workload of over 300,000 annual visits, provided via more than 900 clinics, in primary care and subspecialty clinics held at both divisions of the medical center and its Community Based Outpatient Clinics (CBOCs) – which currently include Somerset, Morehead, and Hazard. The medical center's primary service area covers approximately 38 counties in central and southeastern Kentucky, with a veteran population of over 90,000. This medical center is primarily affiliated with the University of Kentucky Colleges of Medicine and Dentistry for the training of approximately 500 medical and dental residents in 25 accredited specialty and subspecialty programs. Affiliations with 15 other institutions in Kentucky and elsewhere provide for training in 30 additional health professions involving more than 1100 students annually.

II. Supervisory Controls

The supervisor assigns courses or subjects to be taught. Incumbent performs work under general supervision. Detailed guidelines and plans of instruction are provided the incumbent. The supervisor or higher graded instructor is available if complex problems come up during instruction. Work is reviewed by supervisory audit of classroom sessions and review of student records and critiques.

III. Major Duties and Responsibilities:

1. Coordinates and implements training of all Chief of Staff (COS) employees, students, and contractors for all computerized medical record packages, facility-utilized Vista and Outlook programs, as well as generalized computer assistance. Obtains and processes

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applications for computer access/verify codes for all COS employees, students and contractors.
10%

2. Provides instruction and the development of course materials to support and facilitate CPRS use to service ADPACs and service designated training staff. Travels to all Community Based Outpatient Clinics (CBOC) as necessary to provide implementation, training, troubleshooting and ADPAC support duties. Provides instruction, covers a wide range of teaching methods and tools that is directed to the specific learner needs, which may be provided on a one-to-one basis or in a group setting. 40%

3. Incumbent trouble shoots software and hardware malfunctions, problem solves, and determines appropriate action(s) required for the COS office staff. Coordinates repair and maintenance of existing and new equipment, as well as the installation of compatible hardware. Incumbent assesses computer hardware and setup needs, which includes furniture, surge protection and backups, computer lines and jacks. Assists facility ADPACs experiencing difficulties in the use of software/hardware, in problem solving difficulties and in meeting knowledge deficit needs. 5%

4. Works with all levels of staff, disciplines, and services in managing clinical user access issues, in providing user level support in CPRS and in establishing computer performance levels. Assigns options, keys, menus, user and person classes for other facility staff. Works with service ADPACs to determine training requirements and any required competency evaluations. 20%

5. Recognizes trends and problems in support of staff and software and takes action in reporting problems, identifying solutions and enhancement needs and in evaluating the effectiveness of actions taken. 5%

6. Provides backup support to the Clinical Applications Coordinator in the testing and implementation of new computer software packages, assisting in preparation and implementation to meet staff education needs, monitoring use, troubleshooting problems and reporting problems, and in recommending and/or assisting with improvement needs. Anticipates procedural and/or functional problems associated with the use and implementation of new functionality and takes action to facilitate transition and meet learning needs. 15%

7. Acts as the information security coordination for Chief of Staff Service, providing all mandated training within required timeframes, and ensuring procedures are developed and implemented to preserve the privacy and integrity of all computer data through menu management. Monitors, documents, investigates, and evaluates security incidents to ascertain trends and to recommend appropriate corrective actions to the Service Chief, the Information Security Officer, and medical center management. Serves as alternate TEMPO coordinator for Chief of Staff Service. 5%

IV. Miscellaneous

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1. 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.

2. ADP Security. In the performance of official duties, employees have regular access to printed and electronic files containing sensitive data, which must be protected under the provision of the Privacy Act of 1974, and other applicable laws, federal regulations, VA statutes and policy, and VHA policy. The employee is responsible for (1) protecting the 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 the computer access agreement which the employee signs. 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.

3. Privacy. 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 provision of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VHA policy. The employee is responsible for 1) protecting the data from unauthorized release or from loss, alteration or unauthorized deletions, and 2) following applicable regulations and instructions regarding access to computerized files.

Performs other duties as assigned.

V. Evaluation

REFERENCES: OPM PCS TRNG INSTRUCT SERIES, GS-1712, MAY 91
OPM GLG/INSTRUCTIONAL WORK, MAR 89

NATURE OF ASSIGNMENT: This is a non-developmental position where assignments typically involve short, repetitive, highly structured courses covering topics in a well-established area of subject matter. At the GS-07 level, the instructor is required to have a complete understanding of System Approach to Training (SAT) and has well structured and ample training materials. The incumbent works independently. The instructor makes suggestions for changes that are primarily procedural, occasionally making recommendations that involve substantive matters. The proper series and title is therefore Training Instructor, GS-1712-07.

LEVEL OF RESPONSIBILITY: At the GS-07 level, the instructor independently plans and carries out training sessions within the prescribed course framework. The instructor is required to resolve normal and recurring classroom problems and contacts supervisor for supplemental information and materials. At this level of instruction, the instructor is evaluated for course adequacy and overall effectiveness. Supervisor or higher graded have technical responsibility for adequacy and correctness of this position.