

PD Tracking Number - 7294

Series, Title and Grade

0303, Administrative Support Assistant, GS-05

Department - Veterans Affairs

Introduction Statement

The incumbent is responsible for the independent performance of administrative and programmatic duties as delegated by the Program Coordinator and other team members.

Major Duties

The incumbent works closely with and serves as the primary control person for the SUDTP Intensive Outpatient Program, thereby requiring the he/she be properly informed when interfacing with officials at all levels of the Department of Veterans Affairs as well as with non-VA personnel.

The incumbent supports the technical/clinical work of the SUDTP by serving as the initial contact for veterans and their significant others who seek treatment, experience problems, and request information.

The incumbent makes initial determination of veteran's eligibility for services in the clinic. The incumbent carries out a broad range of difficult contacts involving typical problems and complex situations.

The incumbent will independently compile and prepare periodic reports, statistical reports, public relations reports, and computer transmittal for submission to the Program Coordinator, Chief of Special Programs Section, and Chief of Psychiatry Service.

This includes researching, collecting, organizing, reviewing and compiling data collected, ensuring completeness and accuracy, entering data into a computer database, maintaining and monitoring databases. Completes thorough analysis and detailed scrutiny of reports to assure continuity and accuracy based on data collected over a period of time.

The incumbent will review, screen, and prioritize all incoming work and mail; will organize and maintain flexible yet effective administrative workloads and schedules; will monitor and make recommendations for material procurement; oversees the annual inventory of equipment for the SUDTP program.

The incumbent will attend locally required training for policies and procedures and will serve to interpret such matters for the Program Coordinator and team members.

The incumbent will provide clerical support to the Program Director and team members by typing client-related reports, correspondence, and other communications on behalf of the client population. He/she will also design, organize, and maintain filing systems for administrative, clinical, resource, and training information.

The incumbent oversees the SUDTP scheduling package by scheduling and cancelling patient appointments when they are contacted to prevent no shows in mental health clinics. Coordinate consultations, referrals, scheduling and cancelling of appointments for patients, checking in patients, entering no-shows, printing letters, and mailing letters out to patients.

The incumbent reviews existing education curriculum utilized by SUDTP team members for group classrooms for patients, and develops workbooks, notebook binders, study materials, survey questionnaires, and educational flyers on a monthly basis that are compatible with program requirements.

Factor Levels

Factor I, Knowledge Required by the Position

The incumbent must demonstrate knowledge of and ability to operate a word processor/computer. He/she is responsible for a high volume of scheduling and event capture for several clinicians in the SUDTP. In addition, the incumbent must be able to quickly prepare large quantities of memoranda, letters, reports, and other paperwork on a variety of technical and non-technical subjects.

The incumbent must have an understanding of the mission of the VAGCVHCS, Psychiatry Service, and the SUDTP: responsibilities and organizational structure of these entities and the lines and extent of authority within the organization.

The incumbent must have a working knowledge of the organizational function, policies, regulations, and procedures covering Psychiatry Service and the SUDTP, as well as a general knowledge of the operational functions of the Medical Center.

The incumbent must display skill in ensuring the accuracy of details so that the Program Coordinator and/or team members may rely with total confidence on information received.

The incumbent must possess a high level of interpersonal skills and ability to interact with psychiatric patients, some of whom are in acute distress.

The incumbent must possess the ability to resolve problems and make sound recommendations with regard to all aspects of the administration of the SUDTP.

The incumbent must possess the ability to coordinate service-wide training needs by arranging educational/ training activities for SUDTP members.

The incumbent must display familiarity with terminology and functions specific to Psychiatry Service.

Factor 2, Supervisory Controls

The incumbent works independently when performing clerical or administrative support type functions and is responsible for executing assignments, resolving conflicts that arise, and coordinating administrative affairs with a variety of personnel and organizations. The incumbent will set daily workload priorities based on knowledge of the program's protects and demands, Clinical assistance/support functions are accomplished under supervision. Functioning within Psychiatry Service, the incumbent is responsible to the program Coordinator as primary supervisor.

Factor 3, Guidelines

Guidelines include VA and Psychiatry Service regulations and policies related to a wide variety of SUDTP activities. The Program Support Assistant must use judgment in selecting and applying the appropriate policies and procedures for the specific situation. When guidelines do not specifically apply, the incumbent uses professional judgment to adapt established policies and guidelines to unusual situations. He/she utilizes dictionaries, style manuals, and agency instructions concerning correspondence, and time and leave regulations in carrying out work functions.

Factor 4, Complexity

The incumbent must be able to act independently and in the absence of the Program Coordinator. The incumbent must be able to deal with complex problems concerning administrative/clinical operation of the SUDTP and/or emergency/crisis situations. The work involves a variety of unrelated processes and methods for resolving a wide range of interrelated administrative and clinical problems. Decisions made by the incumbent require that he/she recognizes the difference among situations and determine which method/approach to use. Actions taken differ depending on priorities, policies, and SUDTP, psychiatry service, and agency program goals. The Program Support Assistant is expected to exercise judgment, resourcefulness, and initiative to accomplish assignments and ensure deadlines are met in a timely manner.

Factor 5, Scope and Effect

The purpose of the position is to effect the smooth and orderly operation of administrative and clinical functions within SUDTP. The work affects the timeliness of clinical services provided to veterans enrolled in the SUDTP, accountability for utilization of personnel and equipment and the accurate recording of services to patients.

Factor 6, Personal Contacts

Personal contacts include staff of Psychiatry Service, the VAGCVHCS, the Medical Center, SUDTP team members, personnel from other service lines, personnel from outside agencies, and veterans and their significant others.

Factor 7, Purpose and Contacts

Contacts are for the purpose of planning and coordinating work efforts and to advise on and discuss appointment scheduling requirements, time and attendance records, coordinates work assignments, explain policies, resolve problems, coordinate requests for services, and provide information and direction to ensure the smooth flow of operations for the SUDTP.

Factor 8, Physical Demands

The work is primarily sedentary, requiring some walking, standing, and carrying of documents or small items.

Factor 9, Work Environment

The incumbent observes normal safety precautions while working in an adequately lighted, heated, and ventilated office setting.