

**POSITION DESCRIPTION** (Please Read Instructions on the Back)

1. Agency Position No.  
635--3063--0

2. Reason for Submission:  Redescription,  Reestablishment,  New,  Other

3. Service:  Hdqtrs.,  Field

4. Employing Office Location: VA Medical Center

5. Duty Station: Oklahoma City, OK

6. OPM Certification No.

7. Fair Labor Standards Act:  Exempt,  Nonexempt

8. Financial Statements Required:  Executive Personnel,  Financial Disclosure,  Employment and Financial Interests

9. Subject to IA Action:  Yes,  No

10. Position Status:  Competitive,  Excepted (Specify in Remarks),  SES (Gen.),  SES (CR)

11. Position Is:  Supervisory,  Managerial,  Neither

12. Sensitivity:  1-Non-Sensitive,  2-Noncritical Sensitive,  3-Critical Sensitive,  4-Special Sensitive

13. Competitive Level Code

14. Agency Use

*new coversheet only -  
no change in duties.*

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Details Clerk	GS	303	5	RLD	5-18-99
e. Recommended by Supervisor or Initiating Office	Details Clerk	GS	303	5		

16. Organizational Title of Position (if different from official title): Details (Decedent Affairs) Clerk

17. Name of Employee (if vacant, specify)

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

c. Third Subdivision: Ambulatory Care & Processing

a. First Subdivision: Medical Center

d. Fourth Subdivision

b. Second Subdivision: Medical Administration Service

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. Typed Name and Title of Immediate Supervisor: LARRY G. PHILLIPS, Supervisor, Patient Services Assistant

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional): STEVE L. MASON, Chief, Medical Administration Service

Signature: [Signature], Date: 5/3/99

Signature: [Signature], Date: 5/3/99

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: General Grade Evaluation Guide for Non-supervisory Clerical Positions, dated 1/79

Typed Name and Title of Official Taking Action: RICHARD D. CAMPBELL, Chief, Human Resources & Development

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: [Signature], Date: 5/18/99

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

24. Remarks

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

MAJOR DUTIES

Incumbent's primary assignment is performance of decedent affairs (details) functions.

a. Performs numerous duties concerning the release of the remains and effects of veteran/patients who expire at this medical center.

b. Notifies the chaplain, telephone operator, agent cashier and clothing clerk of a patient's demise and obtains recordings of autopsy consents when permission is requested by telephone.

c. Informs the family or next of kin, either by telephone or in person, of available benefits, provides information on application for these benefits, and counsels the family on making funeral arrangements. This involves a great deal of compassion, tact and understanding on the part of the decedent affairs clerk.

d. Completes all administrative procedures and forms, incident to releasing the remains and effects of deceased veterans. This also involves cancelling any scheduled appointments in the computer and performing other tasks necessary to close the case.

e. Coordinates and schedules autopsies when approved by the deceased veterans' next of kin. This includes performing all necessary details for release of remains with the designated funeral home and informing the next of kin, by letter of the autopsy findings.

f. Notifies VA Regional Office of the death and prepares the death certificate and condolence letter to the next-of-kin.

g. Handles all inquiries from families, funeral homes, medical examiners, etc.

h. Assists the professional staff, when requested, in notifying families of patients who are determined to be seriously ill.

i. Serves as CHAMPVA information source for this medical center. This is an insurance program sponsored by the V.A. and handled through a private insurance company for dependents of veterans meeting specific criteria. The incumbent answers questions from veterans and beneficiaries relating to the CHAMPVA program.

j. Assists the professional staff in contacting the patient's representative (e.g., next of kin, guardian, etc.) to obtain consent for treatment of veterans who lack sufficient understanding and/or legal capacity to give consent.

2.

Details Clerk, GS-303-5, Position Description # 3063

k. Utilizes many DHCP software applications ensuring that data is correctly entered into the computer.

l. Assists with eligibility, authorization and patient processing functions when directed by the unit supervisor.

FACTOR I - KNOWLEDGE REQUIRED BY THE POSITION

a. Knowledge of numerous V.A. Regulations, state and federal laws, DM&S policies and local directives in order to properly release the remains and effects of veterans expiring at this medical center. Must be thoroughly familiar with numerous forms used in performing duties of this position, their intent and application, to efficiently and effectively administer the function.

b. Knowledge of regulations on benefits available through the Department of Veteran's Benefits and Department of Medicine & Surgery, incident to the death of a veteran beneficiary, and procedures used in obtaining them. Must have a good working knowledge of the National Cemetary System and the procedures of internment in these facilities.

c. Thorough knowledge of state laws and requirements, governing vital statistics reporting and medical examiner involvement in death cases.

d. Incumbent must have a good working knowledge of the Privacy Act and Freedom of Information Act.

e. Knowledge and expertise in preparing and proofreading letters, including English grammar, spelling, punctuation, etc.

f. Knowledge of DHCP computer applications for patient processing and patient information retrieval.

g. Thorough knowledge of all procedures involved in arranging for funeral and burial of unclaimed remains. This requires a considerable amount of coordination with numerous individuals, agencies and services in order to appropriately and efficiently dispose of the remains, with minimal expense to the Veterans Administration. If veteran has funds or personal effects, must make disposition and deposit in the General Post Fund.

h. Knowledge of policy and procedure used in obtaining informed consent from the representative of patients who lack sufficient understanding and/or capacity to give legal consent.

3.

Details Clerk, GS-303-5, Position Description # 3063

#### FACTOR 2 - SUPERVISORY CONTROLS

Incumbent is under the direct supervision of the Supervisor, Eligibility/Admission Processing Unit, Ambulatory Care and Processing Section. Incumbent is responsible for all areas involving decedent affairs and duties are performed independently. Incumbent uses personal judgement in meeting priorities and deadlines. He/she receives instructions only for new, difficult or unusual aspects of the work after appropriate training on the job; handles each task and resolves problems according to regulations, pertinent laws, policies, previous training or accepted practices. In most cases resolves conflicts by determining approaches to be taken and methodology to be used. Supervisor is available for assistance in resolving the more complicated problems. Work is spot checked for technical accuracy, usually only when a problem or mistake is detected.

#### FACTOR 3 - GUIDELINES

Basic guidelines are available in the form of V.A. Regulations, DVB and DM&S Circulars, Interim Issues and other directives, as well as state and federal laws. Some of these guidelines are only generally applicable and a considerable amount of individual judgement and common sense must be applied. Most Regulations and guidelines are rather specific for administering the Decedent Affairs Program, however, and these need to be learned almost verbatim.

#### FACTOR 4 - COMPLEXITY

The decedent affairs duties are very complex. Any mistake or omission in application of regulations or other guidelines could cause adverse publicity or lawsuits against the government. Numerous details in each activity must be thoroughly learned, remembered and applied. Failure to provide sufficient and accurate information to deceased families could deprive them of benefits to which they are legally entitled. Work entails dealing with bereaved families and a considerable amount of empathy and understanding is required in order to work effectively in often stressful situations.

#### FACTOR 5 - SCOPE AND EFFECT

Each area of responsibility in this position has a tremendous impact on projecting the image of this medical center. Accuracy, efficiency and technical expertise is paramount in each element of the assigned duties. Since incumbent deals with numerous individuals, businesses, state and other governmental agencies, the manner in which this job is handled has a tremendous effect upon the image and reputation of this medical center and on the eventual funeral and burial arrangements for the deceased veteran.

4.

Details Clerk, GS-303-5, Position Description # 3063

FACTOR 6 - PERSONAL CONTACTS

Incumbent has continuous personal, telephonic and written contacts with physicians and other medical center personnel, patients, families, guardians, funeral homes throughout the state, physicians, medical examiners, law enforcement officials, Registrar of Vital Statistics, nursing homes, State Homes, ambulance companies, clergy, co-workers, the Department of Veteran's Benefits, and other agencies; etc.

FACTOR 7 - PURPOSE OF CONTACTS

Contacts are made to advise and assist families of deceased veterans concerning V.A. benefits to which they may be legally entitled, assist with funeral arrangements, coordinate autopsies, releasing bodies, obtain death certificates, notify law enforcement agencies and/or medical examiners of deaths in which they may have legal, coordinate transportation, notify next of kin of patients determined to be seriously ill, obtain consent for treatment from the next of kin or guardian of patients incapable of giving consent, and to arrange for contract burial of unclaimed remains.

FACTOR 8 - PHYSICAL DEMANDS

The work is mostly sedentary. Some walking and exposure to refrigerated air are required.

FACTOR 9 - WORK ENVIRONMENT

Work is generally performed in a hospital office setting, with frequent visits to the morgue, medical record file room and patient treatment areas. This type of position involves risk of exposure to communicable diseases.

VETERANS ADMINISTRATION <b>POSITION REPORT</b>	NATURE OF PROPOSED ACTION Redescription	POSITION NO. 635-3063
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**EXISTING**

CLASSIFICATION TITLE Details Clerk	SCHED. GS	SERIES 303	GRADE 5
ORGANIZATIONAL TITLE Details and CHAMPVA Clerk	NO. POSITIONS 1		
NAME OF EMPLOYEE Pam Ingram	SECOND ORGANIZATIONAL SUBDIVISION AC&P Section		
STATION AND LOCATION VAMC, Oklahoma City, OK	THIRD ORGANIZATIONAL SUBDIVISION Fee Services Unit		
FIRST ORGANIZATIONAL SUBDIVISION Medical Administration Service	FOURTH ORGANIZATIONAL SUBDIVISION		

**PROPOSED**

PROPOSED CLASSIFICATION TITLE Details Clerk	SCHED. GS	SERIES 303	GRADE 5
PROPOSED ORGANIZATIONAL TITLE Details Clerk	NO. POSITIONS 1		

**EVALUATION SUMMARY**

CLASSIFICATION TITLE Details Clerk	SCHED. GS	SERIES 303	GRADE 5
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ANALYSIS AND EVALUATION (Use additional blank sheets if more space is required.)  
 Series: Purpose of the position is to attend to decedent affairs, releasing bodies, helping arrange funerals, etc. With no more appropriate series available, GS-303 is selected.

Title: Constructed and approved, Details Clerk.

Grade: Element A - Qualifications Required. Degree 5  
 One year is required to learn both lines of work.  
 Element B - Guideleines Degree 5  
 Two separate sets of guides, one specific, one general apply.  
 Element C - Knowledge required Degree 5  
 Substantive knowledges required in two distinct fields.  
 Element D - Complexity Degree 6  
 Complex, substantive transactions are done in series and in parallel and in two separate fields.  
 Element E - Judgment Degree 5  
 Details work requires discretionary judgment. CHAMPVA requires attention to details and seasoned assessment.

Tentative Grade: GS-5      Supervision: NGC      Final Grade: GS-5

Recommended Classification: Details Clerk, GS-303-5.

*5-18-99  
 new coversheet only  
 no change in duties  
 Reland*

CONCUR <i>Margaret H. Sanford</i> MARGARET H. SANFORD	DATE 12-15-87	EVALUATED BY <i>Ben Roebuck</i> BEN ROEBUCK	DATE 12-15-87
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TITLE AND/OR ORGANIZATIONAL LOCATION Asst. Chief, Human Resources & Development	TITLE Personnel Management Specialist
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