

POSITION DESCRIPTION (Please Read Instructions on the Back)

1 AGENCY POSITION NO
30030-0

2 REASON FOR SUBMISSION <input checked="" type="checkbox"/> REDESCRIPTION <input type="checkbox"/> NEW <input type="checkbox"/> REESTABLISHMENT <input type="checkbox"/> OTHER		3 SERVICE <input type="checkbox"/> HDQTRS <input checked="" type="checkbox"/> FIELD	4 EMPLOYING OFFICE LOCATION Roseburg, OR	5 DUTY STATION VA Roseburg	6 OPM CERTIFICATION NO
EXPLANATION (Show any positions replaced) Replaces PD #2073		7 FAIR LABOR STANDARDS ACT <input checked="" type="checkbox"/> EXEMPT <input type="checkbox"/> NONEXEMPT		8 FINANCIAL STATEMENTS REQUIRED <input type="checkbox"/> EXECUTIVE PERSONNEL FINANCIAL DISCLOSURE <input type="checkbox"/> EMPLOYMENT AND FINANCIAL INTERESTS	9 SUBJECT TO IA ACTION <input type="checkbox"/> YES <input checked="" 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 POSITION IS <input checked="" type="checkbox"/> SUPERVISORY <input type="checkbox"/> MANAGERIAL <input type="checkbox"/> NEITHER	12 SENSITIVITY <input checked="" type="checkbox"/> 1 - NON-SENSITIVE <input type="checkbox"/> 3 - CRITICAL SENSITIVE <input type="checkbox"/> 2 - NON-CRITICAL SENSITIVE <input type="checkbox"/> 4 - SPECIAL SENSITIVE
				13 COMPETITIVE LEVEL CO S01	14 AGENCY USE

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	Supv Medical Supply Technician	GS	622	10	JG	12/3/09
E. RECOMMENDED BY SUPERVISOR OR INITIATING OFFICE	Chief, SPD	GS	2001			

16 ORGANIZATIONAL TITLE OF POSITION (if different from official title)	17 NAME OF EMPLOYEE (if vacant, specify)
18 DEPARTMENT, AGENCY OR ESTABLISHMENT Department of Veterans Affairs	C THIRD SUBDIVISION Nursing and Patient Care Services
A FIRST SUBDIVISION Veterans Health Administration	D FOURTH SUBDIVISION SPD
B SECOND SUBDIVISION VA Roseburg Healthcare System	E FIFTH SUBDIVISION

19 EMPLOYEE REVIEW - This is an accurate description of the major duties and responsibilities of my position.

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
Tracy L. Weistreich, Nurse Executive

B TYPED NAME AND TITLE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional)

SIGNATURE: *Tracy L. Weistreich* DATE: **9/20/09**

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/GRADEING POSITION
GS Sup Guide, 06/98; Medical Supply Tech, GS-622, 07/81

TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION
**Joanna Garay
Classification(VISN 20)**

SIGNATURE: *Joanna Garay* DATE: **12/3/09**

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.

23 POSITION REVIEW	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE
A. EMPLOYEE (optional)										
B. SUPERVISOR										
C. CLASSIFIER										

24 REMARKS
NACI
Bus Code: 8888 **Sup Level**

POSITION DESCRIPTION
Supervisory Medical Supply Technician
GS-622-10
PD #30030-0

INTRODUCTION

The position is located at the VA Roseburg Healthcare System (VARHS). The incumbent will function as a Chief of Supply, Processing, and Distribution (SPD) section of the Office Nursing Service, under the direct supervision of the Associate Director Patient Care Services (Nurse Executive). The incumbent accomplishes work through combined technical and administrative direction of others who provide wards, clinics, operating rooms and other hospital facilities with sterile and non-sterile medical supplies, instruments, sets, and equipment, including processing, disassembling, cleaning, and decontaminating supply items. SPD receives, stores and distributes medical supplies and performs decontamination and sterilization of medical/surgical instruments and equipment, ensuring a continuous flow of sterile and non-sterile supplies, instruments and equipment to all points of use. The mission of the VARHS is to "To care for him who shall have borne the battle, and for this widow, and his orphan" – by serving and honoring the men and the women who are America's veterans.

MAJOR DUTIES

The Chief, SPD, is a key position which requires tact, diplomacy, and independent decision making abilities to carry out scope of assigned responsibilities. Additionally, the Chief must maintain harmonious relationships between administrative and clinical managers and staff, between personnel in different VA Healthcare Systems, and with local vendors and civilian medical facilities.

Exercises supervisory and/or managerial authorities: 100 percent

Supervises a staff of employees to accomplish the work of the organizational unit. Exercises supervisory authorities and responsibilities involving work assignment and review, and the administrative and personnel management functions relative to the staff supervised. The work supervised or overseen involves technician and/or support work comparable in difficulty to GS 6 level where the supervisor has full and final technical authority over the work, which requires coordination and integration of work efforts, either within the unit, with other units, or outside the facility, in order to produce a completed work product or service. The supervisor is responsible for all technical determinations arising from the work, without technical advice or assistance on even the more difficult and unusual problems, and without further review except from an administrative or program evaluation standpoint. This includes complex technical tasks involving multiple steps, each of which is associated with choices involving different operating procedures, technical manuals, and instructions.

Performs the administrative and personnel management functions relative to the staff supervised, including developing career goals and training and development to meet these goals. Establishes guidelines and performance expectations for all staff in SPD, which are clearly communicated through the formal employee performance management system. Observes workers' performance; demonstrates and conducts work performance critiques. Provides formal and informal feedback and evaluates employee performance. Resolves informal and formal complaints and grievances. Develops work improvement plans, administering personnel actions as necessary. Provides advice and counsel to workers related to work and administrative matters. Effects disciplinary measures with minimal oversight from higher authority. Plans and coordinates work of SPD to include review and approval or disapproval of leave requests, scheduling, and directing work. Assures that subordinates are trained and fully comply with the provisions of the safety regulations.

This position directs more than one kind of work, each kind representing a requirement for a distinctly different additional body of knowledge and for which this position provides both technical and administrative supervision. The Chief develops technical guides, standard operating procedures, and written and verbal instructions to subordinate staff to ensure work is completed within strict parameters for compliance with regulatory agencies, overseeing bodies, and VHA guidance. The Chief provides direct oversight of work that is technical in nature, involving complex functions and the ability to make independent decisions based on a choice of several options, all of which are clearly defined and documented.

The incumbent is responsible for furthering the goals of equal employment opportunity (EEO) by taking positive steps to assure the accomplishment of affirmative action objectives and by adhering to nondiscriminatory employment practices in regard to race, color, religion, sex, national origin, age, sexual orientation, or handicap. Specifically, incumbent initiates nondiscriminatory practices and affirmative action for the area under his/her supervision in the following: (1) merit promotion of employees and recruitment and hiring of applicants; (2) fair treatment of all employees; (3) encouragement and recognition of employee achievements; (4) career development of employees; and (5) full utilization of their skills.

Performs specialized supply functions and related activities to carry out agency, region, or facility supply operations. Develops, monitors, and modifies contracts and memoranda of understanding with other VA facilities, vendors, and community facilities to ensure adequate supply of needed equipment and supplies, sterilization and decontamination of equipment and instruments, and coordination of resources need to provide safe, timely, and effective care to Veterans.

Performs analytical or managerial work involved in receipt, handling, storage, maintenance, issue, and physical control of items within storage and distribution system. Participates at the VISN level in the determination of standardization across the VISN as part of committees, workgroups, and ad hoc groups. Leads the facility in standardization of equipment purchases that require high level disinfection, sterilization, or decontamination. Leads the organization in the process for compliance with VA, VISN, and facility policies, directives, handbooks, and guidance regarding supply, processing, and distribution of medical equipment and supplies. Analyzes work flow, outcomes, and processes to identify improved methods of completing work within regulatory requirements. Initiates performance and quality improvement activities to monitor outcomes at facility level for national reporting. Relies heavily on technical judgment and interpretive skills to ensure safe environment for employees as circumstances often vary substantially and guidelines are incomplete or change rapidly based on national trends and VA guidance.

Tailors operating requirements, service standards, and productivity measurements to the particular needs of the storage and distribution facility. Set the standards for the facility including developing and approving Standard Operating Procedures, competencies, and training for cleaning reusable medical equipment for the facility, including other departments such as Optometry, Radiology, Respiratory Therapy, and others. Ensures facility compliance with VA Directives 2009-004 and 2009-031.

Serves as the Contracting Officer's Technical Representative (COTR) for the Medical Gases and Liquid Oxygen Contracts. Supplies information to Central Office regarding quantities of medical gases used. Monitors the levels and deliveries of the Liquid Oxygen and coordinates yearly required training with the vendor for SPD, security, safety, and engineering staff as specified in VA Directive 2005-028.

Responsible for fund control point functions and oversees a budget for SPD to include forecasting, monitoring, and adjusting throughout the year to ensure optimum use of resources. This position is responsible for Medical Gases and Liquid Oxygen Budget.

This position operates in a work environment which is subject to frequent, abrupt, and unexpected changes in work assignments, goals, and deadlines which require the supervisor to constantly adjust operations under the pressure of continuously changing and unpredictable conditions.

A substantial portion of the workload directed by this position is carried out at one or more locations that are physically removed from the main unit under conditions that make day-to-day supervision difficult to administer.

This position supervises an organizational unit that imposes requirements where job assignments, work tasks, working conditions, and/or training must be tailored to fit the special circumstances.

This position works in an operation in which work processes and procedures vary constantly because of the impact of changing technology, creating a requirement for extensive training and guidance of the subordinate staff.

The work of this position is regularly made more difficult by the need to make provision for significant unsafe or hazardous conditions occurring during the performance of the work of the organization. This includes exposure to noxious fumes, caustic liquids, and biohazardous human waste.

The work is assigned by functional grouping and geographic location with consideration to complexity of work, individual knowledge and skill, and requirements for direct supervision. The Chief provides essential training and competency evaluation before allowing independent functioning in an area. The Chief provides direct observation of work of all employees at regular intervals to ensure compliance with Directives and safety standards. Provides informal and formal feedback, immediately correcting deviations from accepted standards of practice. Reviews work both during the process and upon completion at random intervals to ensure quality controls are in place.

The Chief will be a certified Medical Supply Technician and maintain certification requirements while in the position. Ensures all SPD personnel achieve Level I certification within one year of employment. Chief must be able to perform all phases of decontamination, sterilization, and high level disinfection to be able to train others and monitor competency.

Knowledge

Knowledge of management principles, administrative regulations, and techniques of analysis and evaluation, along with knowledge of standardized administrative practices and procedures to conduct studies of technical work processes in varying types and in multiple locations throughout the organization to identify, analyze, and recommend solutions to problems in organizational structure, staffing, administrative procedures, work processes, or workload distribution.

Knowledge operating procedures coupled with skill in applying fact-finding and investigative techniques (including direct observation of work, interviews with employees, and review of written instructions, records, and files) to gather factual evidence of compliance with regulations, standards, and directives.

Knowledge of staffing guidelines and skill in applying analysis and work measurement techniques to conduct position management studies of technical positions within multiple organizational components. Assignments require skill in preparing and delivering briefings to managers on study findings and recommendations.

The position requires a knowledge of a broad range of supply program relationships, significant expertise and depth in processing of equipment and supplies, and distribution management operations

knowledge of specialized methods and techniques to analyze and evaluate the effectiveness and efficiency of SPD programs and/or operations; and the ability to resolve issues and controlling actions in an SPD management function for a complete category of materials, equipment, and agents. The position also requires the ability to analyze independently and resolve difficult AD management issues and problems; and the ability to interpret policy direction for specific operating requirements; develop guidance for applying SPD policies, procedures, techniques, equipment, and methods; and respond to problems or questions associated with SPD management involving implementation of SPD management guidelines.

An understanding of the basic principles of microbiology as they apply to medical supply operations, especially as they relate to the resistance of microorganisms to external destructive agents such as heat, chemicals, and ionizing radiation.

A thorough knowledge of aseptic principles and techniques including, characteristics of various types of detergents, cleaning techniques, sterilizing mediums, sterilizer operation; test to determine effectiveness of sterilization, and packaging, storage, and shelf-life characteristics.

A good working knowledge of the availability, economics, use, operations and the integration of the sterile supply operation into the total health care program. A basic understanding of medical and surgical terminology, therapeutic procedures, and of human anatomy and physiology.

Program Scope and Effect

The purpose of the work is to analyze and evaluate a major administrative/technical aspect of a substantive, mission-oriented program. This includes development of long-range program plans, goals, objectives, and milestones and evaluating the effectiveness of related programs conducted throughout the facility. The work involves identifying and developing ways to resolve problems or cope with issues which directly affect the accomplishment of principal program goals and objectives, including the delivery of services in accordance with VHA Directives and regulatory agency guidelines.

Conducts facility-wide studies and evaluations of equipment cleaning program administered by different sections within the organization, including Dental, Optometry, Radiology, Physical Therapy, and others. The work involves isolating, identifying, and recommending solutions to critical problems affecting the cleaning, disinfecting, and sterilizing of equipment in alignment with the VHA, VISN, and VARHS goals. Program evaluations often serve as the basis for substantive changes in the organization and administration of programs affecting substantial numbers of people including development of policies, standard operating procedures, and competency evaluations.

The program segment or work directed is administrative, technical, complex clerical or comparable in nature. The functions, activities, or services provided have limited geographic coverage and support most of the activities comprising a typical agency field office, an area office, a small or medium military installation, or comparable activities within agency program segments. The services or products support and significantly affect the installation level, area office level, or field office operations and objectives, or comparable program segments; or provide services to a moderate, local, or limited population of clients or users comparable to a major portion of a small city or rural country.

Organizational Setting

The position is accountable to a Tetrad level position, accountable to a position that is one reporting level below the first SES.

Supervisory/Managerial Authority Exercised

Within a framework of priorities, funding, and overall project objectives including standardization, improved effectiveness and efficiency, better workload distribution, and implementation of new work methods, the Chief develops a plan which typically includes identification of the work to be done, the scope of the project, and deadlines for its completion with an annual, or more frequent, assessment and summary objectives met.

The Chief is responsible for planning, organizing, and conducting all phases of the plan for SPD. This frequently involves the definitive interpretation of regulations and study procedures and the initial application of new methods. The Chief informs the supervisor of potentially controversial findings, issues, or problems with widespread impact.

Specifically, the Chief of SPD:

- Justifies the purchase of new equipment;
- Plans work to be accomplished by subordinates, sets and adjusts short- and mid-term priorities, and prepares schedules for completion of work;
- Assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignment, and the capabilities of employees;
- Evaluates work performance of subordinates;
- Gives advice, counsel, or instruction to employees on both work and administrative matters;
- Interviews candidates for positions in the unit; recommends appointment, promotion, or reassignments to such positions;
- Hears and resolves complaints from employees, referring group grievances and more serious unresolved complaints to a higher level supervisor or manager;
- Effects minor disciplinary measures, such as warnings and reprimands, recommending other actions in more serious cases;
- Identifies developmental and training needs of employees, providing for and arranging for needed development and training;
- Finds ways to improve production or increase the quality of work directed;
- Develops performance standards.

Nature of Contacts

Contacts are with subordinates within the organizational unit (s) supervised, with peers who supervise comparable units within the larger organization, with union shop stewards, and/or with the staff of administrative and other support activities when the persons contacted are within the same organization as the supervisor. In addition contacts are with Medical Gases and Liquid Oxygen vendors, equipment, and instrument vendors. Obtains price quotes for purchase of new equipment. Contacts may be informal or formal and occur in person at the work place, in routine meetings, or by telephone. Contacts outside the facility include vendors for equipment and supplies purchased, VISN peers, local community hospital personnel for the temporary acquisition of supplies and equipment or the cleaning of supplies and equipment via processes not available locally, and vendors who transport supplies and equipment between VA facilities.

Purpose of Contacts

The purpose of contacts is to:

- discuss work efforts for providing or receiving services; to exchange factual information about work operations and personnel management matters; and to provide training, advice, and guidance to subordinates,
- advise, represent, negotiate, and make commitments related to supervision and management of personnel and the SPD program, specifically as it pertains to infection control standards, standard operating procedures, and oversight of processing of equipment and supplies,
- influence, motivate, or persuade persons or groups to accept opinions or take actions involving the commitment or distribution of major resources when intense opposition or resistance is encountered due to significant organizational competing objectives, major

resource limitations or reductions, or comparable issues; examples include standardization across the organization and VISN, purchase of new equipment and supplies, and replacement of existing expendable and reusable medical equipment.

Difficulty of Typical Work Directed

The highest graded non-supervisory work directed, which requires at least 25 percent of the duty time of this position is a GS-5 and GS-6 or equivalent.

The work supervised or overseen involves technician and/or support work comparable in difficulty to GS-7 or work at the GS-4, 5, or 6 level where the supervisor has full and final technical authority over the work, which requires coordination and integration of work efforts, either within the unit or with other units, in order to produce a completed work product or service. The required coordination at this level ensures consistency of product, service, interpretation, or advice; conformance with the output of other units, with formal standards of agency policy. Supervisor typically coordinates with supervisors of other units to deal with requirements and problems affecting others in the organization.

Physical Demands

The work requires long periods of standing, sitting, walking, bending, and carrying of moderately heavy articles, such as scopes and cleaning solutions. Duties may require above average dexterity. Some of the work is sedentary, taking place in an office setting.

Work Environment

On a regular and recurring basis, the employee alternates between a contaminated environment and a carefully controlled clean environment. The employee wears special clothing, hair covers, and shoe covers which can be uncomfortably warm. The employee uses insulated gloves to remove carts from sterilizers. The employee is subject to burns from accidentally touching hot items. The hazards of working around minute quantities of sterilizing gases are unknown. The Chief has to mirror the application of personal protective equipment to provide direct observation of work. The work requires some office type activities that involve a temperature controlled environment.

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.

Position Designation of National Security and Public Trust Positions

Position Designation Record

Agency VA Roseburg Healthcare System - Nursing Service
Position Title Supervisory Medical Supply Technician
Series and Grade/Pay Band GS-622-10
Position Description Number 30030-0

Designation Level	National Security	
	Investigation	Form Required
Tier 1	NACI	SF 85

Signature: _____ Date: 12/7/2009

Name: Joanna Garay, HR Specialist (VISN 20 Classification Team)

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