

HRMS OFFICE COPY

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

1. Agency Position No.
636I-4564A

2. Reason for Submission <input type="checkbox"/> Redescription <input type="checkbox"/> Reestablishment Explanation <i>(Show any positions replaced)</i>	3. Service <input checked="" type="checkbox"/> New <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field <input type="checkbox"/> Other	4. Employing Office Location VAMC, Iowa City	5. Duty Station Iowa City
7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input type="checkbox"/> Employment and Financial Interest	
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted <i>(Specify in Remarks)</i> <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position Is <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither	
		12. Sensitivity <input checked="" type="checkbox"/> 1--Non-Sensitive <input type="checkbox"/> 2--Noncritical Sensitive <input type="checkbox"/> 3--Critical <input type="checkbox"/> 4--Special Sensitive	

6. OPM Certification No.

9. Subject to IA Action
 Yes No

13. Competitive Level Code
X14

14. Agency Use

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Program Support Assistant	GS	303	5	MM	4/8/2009
e. Recommended by Supervisor or Initiating Office	Program Support Assistant	GS	303	5		

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 Research and Development
a. First Subdivision VA Health Administration	d. Fourth Subdivision Health Services Research (CRIISP)
b. Second Subdivision Medical Center	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.*

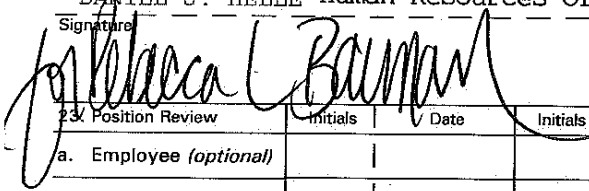
a. Typed Name and Title of Immediate Supervisor BONNIE J. BOOTSMILLER, PhD, COO, CRIISP	b. Typed Name and Title of Higher-Level Supervisor or Manager <i>(optional)</i> WENDY DESJARLAIS, AO FOR R&D
Signature 	Signature 
Date 4/9/09	Date 4-9-09

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/Grading Position
 Position Classification Flysheet for Misc. Clerk and Asst. Series dtd. 11/1979; The Grade Level Guide for Clerical and Asst. Work dtd. 6/1989

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.

Typed Name and Title of Official Taking Action
 DANIEL J. HELLE Human Resources Officer

Signature


Date
 04/10/09

23. Position Review	Initials		Date		Initials		Date		Initials		Date	
a. Employee <i>(optional)</i>												
b. Supervisor												
c. Classifier	MM		4/8/09									

24. Remarks

THIS POSITION IS AT THE FULL PERFORMANCE LEVEL

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

Instructions for Completing Optional Form 8 POSITION DESCRIPTION

In order to comply with the requirements of FPM Chapter 295, subchapter 3, and other provisions of the FPM, agencies must complete the items marked by an asterisk. Agencies may determine what other items are to be used.

- *1. Enter position number used by the agency for control purposes. See FPM Chapter 312, Subchapter 3.
- *2. Check one.
 - "Redescription" means the duties and/or responsibilities of an existing position are being changed.
 - "New" means the position has not previously existed.
 - "Reestablishment" means the position previously existed, but had been cancelled.
 - "Other" covers such things as change in title or occupational series without a change in duties or responsibilities.
 - The "Explanation" section should be used to show the reason if "Other" is checked, as well as any position(s) replaced by position number, title, pay plan, occupational code, and grade.
3. Check one.
- *4. Enter geographical location by city and State (or if position is in a foreign country, by city and country).
- *5. Enter geographical location if different from that of #4.
6. To be completed by OPM when certifying positions. (See Item 15 for date of OPM certification.) For SES and GS-16/18 positions and equivalent, show the position number used on OPM Form 1390 (e.g., DAES0012).
- *7. Check one to show whether the incumbent is exempt or nonexempt from the minimum wage and overtime provisions of the Fair Labor Standards Act. See FPM Chapter 551.
8. Check box if statement is required. See FPM Chapter 734 for the Executive Personnel Financial Disclosure Report, SF 278. See FPM Chapter 735, Subchapter 4, for the Employment and Financial Interests Statement.
9. Check one to show whether Identical Additional positions are permitted. See FPM Chapter 312, Subchapter 4. Agencies may show the number of such positions authorized and/or established after the "Yes" block.
10. Check one. See FPM Chapter 212 for information on the competitive service and FPM Chapter 213 for the excepted service. For a position in the excepted service, enter authority for the exception, e.g., "Schedule A-213.3102(d)" for Attorney positions excepted under Schedule A of the Civil Service Regulations. SES (Gen) stands for a General position in the Senior Executive Service, and SES (CR) stands for a Career Reserved position.
11. Check one.
 - A "Supervisory" position is one that meets the requirements for a supervisory title as set forth in current OPM classification and job-grading guidance. Agencies may designate first-level supervisory positions by placing "1" or "1st" after "Supervisory."
 - A "Managerial" position is one that meets the requirements for such a designation as set forth in current OPM classification guidance.
12. Check one to show whether the position is non-sensitive, noncritical sensitive, critical sensitive, or special sensitive for security purposes. If this is an ADP position, write the letter "C" beside the sensitivity.
13. Enter competitive level code for use in reduction-in-force actions. See FPM Chapter 351.
14. Agencies may use this block for any additional coding requirement.
- *15. Enter classification/job grading action.
 - For "Official Title of Position," see the applicable classification or job grading standard. For positions not covered by a published standard, see the General Introduction to "Position Classification Standards," Section III, for GS positions, or FPM Supplement 512-1, "Job Grading System for Trades and Labor Occupations," Part 1, Section III.
 - For "Pay Plan code," see FPM Supplement 292-1, "Personnel Data Standards," Book III.
 - For "Occupational Code," see the applicable standard; or, where no standard has been published, see the "Handbook of Occupational Groups and Series of Classes" for GS positions, or FPM Supplement 512-1, Part 3, for trades and labor positions. For all positions in scientific and engineering occupations, enter the two-digit functional classification code in parentheses immediately following the occupational code, e.g., "GS-1310(14)." The codes are listed and discussed in the General Introduction to "Position Classification Standards," Section VI.
16. Enter the organizational, functional, or working title if it differs from the official title.
17. Enter the name of the incumbent. If there is no incumbent, enter "vacancy."
- *18. Enter the organizational location of the position, starting with the name of the department or agency and working down from there.
19. If the position is occupied, have the incumbent read the attached description of duties and responsibilities. The employee's signature is optional.
- *20. This statement normally should be certified by the immediate supervisor of the position. At its option, an agency may also have a higher-level supervisor or manager certify the statement.
- *21. This statement should be certified by the agency official who makes the classification/job grading decision. Depending on agency regulations, this official may be a personnel office representative, or a manager or supervisor delegated classification/job grading authority.
22. Enter the position classification/job grading standard(s) used and the date of issuance, e.g., "Mail and File, GS-305, May 1977."
23. Agencies are encouraged to review periodically each established position to determine whether the position is still necessary and, if so, whether the position description is adequate and classification/job grading is proper. See FPM Letter 536-1 (to be incorporated into FPM Chapter 536). This section may be used as part of the review process. The employee's initials are optional. The initials by the supervisor and classifier represent recertifications of the statements in items #20 and #21 respectively.
24. This section may be used by the agency for additional coding requirements or for any appropriate remarks.
- *25. Type the description on plain bond paper and attach to the form. The agency position number should be shown on the attachment. See appropriate instructions for format of the description and for any requirements for evaluation documentation, e.g., "Instructions for the Factor Evaluation System," in the General Introduction to "Position Classification Standards," Section VII.

Position Description Program Support Assistant

Position: Program Support Assistant

Organizational Location: This individual will occupy a position as research coordinator in the VA Center for Research in the Implementation of Innovative Strategies in Practice (CRIISP).

Primary Purpose: The Program Support Assistant is responsible for assisting in the conduct of health services research projects, working with research assistants, research associates, project managers, and investigators within the CRIISP.

MAJOR DUTIES AND RESPONSIBILITIES:

The incumbent acts as representative of the coordinators, investigators, and study staff conducting the work and is expected to facilitate open and clear communication with patients participating in the study and with other staff as needed to accomplish the objectives of the study.

He/she identifies research, technical, and administrative problems that arise during the course of the study, and requests assistance to work through and solve problems beyond his/her expertise.

Notifies supervisor of supply and equipment needs.

Files study documents following study protocol, including informed consent forms, data collection forms, and all correspondence with the Human Subjects Committee. Assists in preparation of project-related correspondence.

Initiates identification of research participants, recruitment participants for projects, determines their eligibility for individual research studies, and conducts measure to retain subjects per study protocol. Administers informed consent procedures to enable participant's involvement in the research. Uses educational, patient-centered and non-coercive methods. Evaluates comprehension and competence to participate per study protocol.

Collects, enters and codes quantitative and qualitative data required for the study following established protocols. Under the direction of the supervisor, and following the research procedures developed by the CRIISP, implements procedures for ensuring data quality and works with investigators and study staff to identify potential problems.

Automated Data Processing (ADP) Security: In his/her performance of official duties, the incumbent has regular access to printed and electronic files containing sensitive information which must be protected under the provision of the Privacy Act of 1974 and other applicable laws and regulations. The incumbent is responsible for 1) protecting that information 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 hospital's ADP agreement which the incumbent signs.

Customer Service: Provides timely and courteous service to external and internal customers of the VA Medical Center. Listens to concerns and provides the customer with information needed or points them in the right direction for assistance.

FACTOR 1: KNOWLEDGE REQUIRED BY THE POSITION

Some knowledge and skill in participating in a project including experience following established protocols, enrolling and interviewing participants, and collecting data (through interviews, surveys, or use

of electronic databases or records). Ability to manage assigned day-to-day activities to assure adherence to project protocols. Ability to review quality of work product and work with staff to identify and resolve problems. Ability to follow procedures for tracking compliance with recruitment and data collection schedules.

Experience in managing multiple tasks within a time frame to meet deadlines, obtaining guidance as needed to assist with prioritization. Ability to work independently with minimum direction, adjust to varying amounts of workload, use time efficiently, take initiative to problem-solve.

Knowledge of word processing, spreadsheet, and database software such as Microsoft Word, Excel, and Access. Experience collecting, entering, and coding data using a database such as Excel or Access.

Possess excellent verbal communication skills.

Experience in obtaining information from a variety of sources (e.g., Internet, staff internal and external to the organization, organizational policies and guidelines, etc.) for determining how to implement research interventions within clinical settings, subject to existing organizational, technical, and resource constraints.

Experience working in a research or clinical setting.

FACTOR 2: SUPERVISORY CONTROLS

The employee carries out assignments in accordance with plans and specific instructions from the supervisor. The employee is responsible for planning and carrying out the assignment, resolving simple conflicts that arise, referring more complicated conflicts to the supervisor, and coordinating the work with others as necessary. The employee obtains guidance in interpretation of policy to meet established objectives. The employee keeps the supervisor informed of progress and refers all potentially controversial matters to the supervisor.

FACTOR 3: GUIDELINES

Procedures for doing the work have been established and some guidelines are available. Guidance is provided / received from the project manager or research investigators, through written local policy documents and directives, higher echelon governmental and non-governmental directives, and/or the project protocol. Since these guidelines provide only broad guidance, the incumbent must use personal judgment to select the appropriate guidelines for given situations. The incumbent refers problems to the supervisor.

FACTOR 4: COMPLEXITY

The work typically includes varied duties that require different processes and methods. Actions to be taken for any one of the duties of this position will vary from situation to situation and will require decisions based on a knowledge of the research protocol and the procedural requirements of the work.

FACTOR 5: SCOPE AND EFFECT

The purpose of the work is to plan and carry out projects to improve the efficiency, productivity, or quality of care provided by the organization to its veteran clients. The work product affects the design or operation of systems or programs within the VHA as well as the well-being of veterans.

The conduct of high quality research projects can contribute to the efficiency, productivity, and quality of care provided by the organization to its veteran clients, not only within the Iowa City VA Medical Center, but within the entire VA system of medical centers. The results of research projects may also affect the provision of health care outside the VA system.

FACTOR 6, PERSONAL CONTACTS

Personal, e-mail, and telephone contacts are primarily with staff and patients at the VA facilities.

FACTOR 7: PURPOSE OF CONTACTS

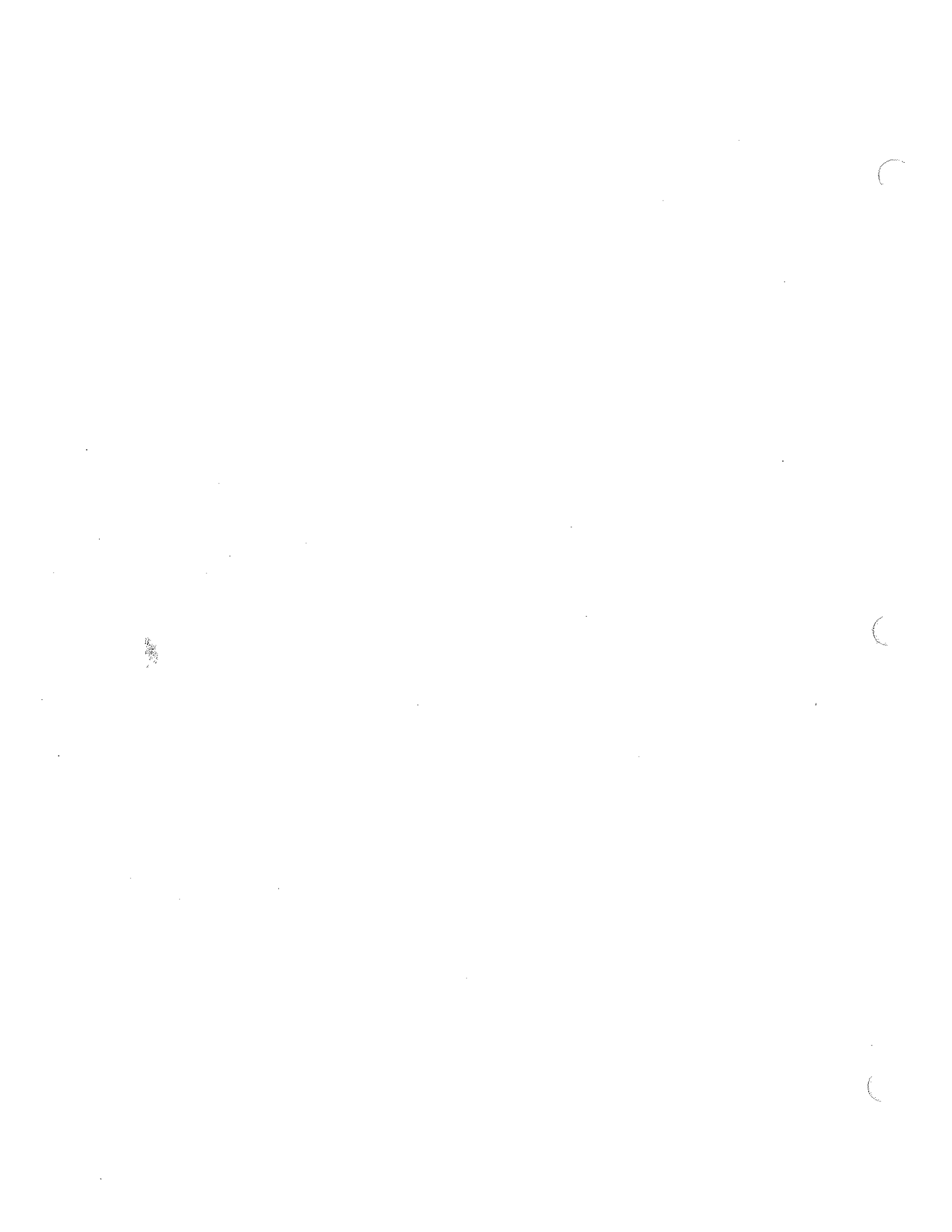
The purpose of contacts is to plan and coordinate on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes. The incumbent also works with the research team to assure compliance with research protocols and Federal regulations.

FACTOR 8: PHYSICAL DEMANDS

The work is primarily sedentary. Typically the employee may sit comfortably to do the work. There may be some walking, standing, bending, and carrying of light items such as files, Xerox paper, and books. Some travel to participating sites may also be required.

FACTOR 9: WORK ENVIRONMENT

The environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, and the patient care environment, e.g. use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations. The employee will use a video display terminal a significant amount of the time. The work area is adequately lighted, heated, and ventilated.



Position Description Technical Review

Proposed Title, Series & Grade: Program Support Assistant, GS-303-5

Position Number: 6361-4564A

Service: Research & Development (152)

Date: April 8, 2009

Classified Title, Series & Grade: Program Support Assistant, GS-303-5

The Position Classification Flysheet for Miscellaneous Clerk and Assistant Series dated November 1979 and The Grade Level Guide for Clerical and Assistance Work dated June 1989 were used in classifying this position.

The Miscellaneous Clerk and Assistance Series, GS-303, include positions the duties of which are to perform or supervise clerical, assistant, or technician work for which no other series is appropriate. The work requires knowledge of the procedures and technique involved in carrying out the work of an organization and involves application of procedures and practices within the framework of established guidelines.

The essential criteria for positions in this series are:

- the primary work of the position is one-grade interval in nature; and
- the primary work of the position is not classifiable in any other series.

The term "assistance" is defined as follows:

- Assistance: Performing the technical work to support the administration or operation of the programs of an organizational unit. This work requires a working knowledge of the work processes and procedures of an administrative field (e.g., office administration, communications, and security) and the mission and operational requirements of the unit.

The Standard covering the Assistant title states:

GS-5: Performs standard and non-standard assignments involving different and unrelated processes or methods in varying sequence; work requires extensive knowledge of rules, operations, or business practices. Follows accepted practices in resolving non-recurring problems and meeting deadlines; completed products are evaluated for effectiveness in meeting goals; extensive guidelines in the form of instructions, manuals, and regulations are applied.

GS-5 Level

THE LAW

Perform, under general supervision, difficult and responsible work in office, business, or fiscal administration requiring:

- (i) considerable training and supervisory or other experience;
- (ii) broad working knowledge of a special subject matter or of office procedure and practice; and
- (iii) the exercise of independent judgment in a limited field.

Nature of Assignment

Work consists of performing a full range of standard and non-standard clerical assignments and resolving a variety of non-recurring problems. Work includes a variety of assignments involving different and unrelated steps, processes, or methods. The employee must identify

2. Technical Review – Program Support Assistant, GS-303-5

and understand the issues involved in each assignment and determine what steps and procedures are necessary and the order of their performance. Completion of each transaction typically involves selecting a course of action from a number of possibilities. The work requires extensive knowledge of an organizations rules, procedures, operations, or business practices to perform the more complex, interrelated, or one-of-a-kind clerical processing procedures.

Level of Responsibility

The supervisor assigns work by defining objectives, priorities, and deadlines and provides guidance on assignments which do not have clear precedents. The employee works in accordance with accepted practices and completed work is evaluated for technical soundness, appropriateness, and effectiveness in meeting goals.

Extensive guides in the form of instructions, manuals, regulations, and precedents apply to the work. The number and similarity of guidelines and work situations require the employee to use judgment in locating and selecting the most appropriate guidelines for application and adapting them according to circumstances of the specific case or transaction. A number of procedural problems may arise which also require interpretation and adaptation of established guides. Often, the employee must determine which of several alternative guidelines to use. If existing guidelines cannot be applied, the employee refers the matter to the supervisor.

Contacts are with a variety of persons within and outside the agency for the purpose of receiving or providing information relating to the work or for the purpose of resolving operating problems in connection with recurring responsibilities.

Evaluation

The incumbent will be responsible for assisting in the conduct of health services research projects for the Center for Research in the Implementation of Innovative Strategies in Practice (CRIISP). In order to do this, the position requires the ability to manage assigned day-to-day activities to assure adherence to project protocols, the ability to review quality of work product and work with staff to identify and resolve problems, and the ability to follow procedures for tracking compliance with recruitment and data collection schedules. The employee carries out assignments in accordance with plans and specific instructions from the supervisor. The employee is responsible for planning and carrying out the assignment, resolving simple conflicts that arise, referring more complicated conflicts to the supervisor, and coordinating the work with others as necessary. The employee obtains guidance in interpretation of policy to meet established objectives. The employee keeps the supervisor informed of progress and refers all potentially controversial matters or problems to the supervisor. Personal contacts are primarily staff and patients at the VA facilities. The purpose of the contacts is to plan and coordinate on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes. The incumbent also works with the research team to assure compliance with research protocols and Federal regulations.

Conclusion: This position is appropriately titled and graded classified Program Support Assistant, GS-303-5.



Makenzie Martens
Human Resources Assistant



STATION NUMBER/ORGANIZATION

636I

SUBJECT NAME (Optional)

POSITION TITLE/GRADE

Program Support Assistant

POSITION DESCRIPTION NUMBER (PD #)

4564A

NOTE: Each position within VA requires a designation of its risk or sensitivity level as described in VA Directive and VA Handbook 0710. Guidance for making such position risk and sensitivity designations is contained in VA Handbook 0710, Appendix A with Tables, and in 5 CFR sections 732.102 and 732.201.

STEP 1 - PROGRAM RISK LEVEL DESIGNATION (See VA Handbook 0710, Appendix A, Paragraph 2, and Table 1)

A. IMPACT ON EFFICIENCY OF SERVICE

- MAJOR
- SUBSTANTIAL
- MODERATE
- LIMITED

B. SCOPE OF OPERATIONS:

- WORLDWIDE
- GOVERNMENTWIDE
- MULTI-AGENCY
- AGENCY

C. PROGRAM RISK LEVEL

- MAJOR
- SUBSTANTIAL
- MODERATE
- LIMITED

STEP 2 - POSITION RISK POINTS

See VA Handbook 0710, Appendix A, Paragraph 3; and Table 2

STEP 3 - POSITION SENSITIVITY LEVEL

National Security Classified Information

LINE NO.	RISK FACTOR	RISK POINTS
1.	Degree of Public Trust	1
2.	Fiduciary Responsibility	1
3.	Importance to Program	1
4.	Program Authority	1
5.	Supervision Received	1
3.	Total Risk Points (Sum of Lines 1-5) ▶	5

NOTE: All positions must be evaluated for National Security considerations. Sensitivity levels do not replace risk levels, but are an addition to risk levels if applicable. See VA Directive 0710, paragraph 4, VA Handbook 0710, paragraph 2b; VA Handbook 0710, paragraph 4, VA Handbook 0710, Appendix A, paragraph 9 and 11; and 5 CFR Section 732.102.

SENSITIVITY LEVEL

- SPECIAL SENSITIVE
- NON-CRITICAL SENSITIVE
- CRITICAL SENSITIVE
- NONSENSITIVE

STEP 4 - RECOMMENDED ADJUSTMENT TO RISK LEVEL BY INFORMATION SECURITY OFFICER

NOTE: All positions are reviewed by Information Security Officer for access to VA information systems.

- CONCUR WITH RISK LEVEL (See STEP 2)
- INCREASE RISK LEVEL TO:
 - MODERATE RISK
 - HIGH RISK

RISK LEVEL AS DETERMINED BY TOTAL RISK POINTS

- HIGH RISK
- MODERATE RISK
- LOW RISK/NONSENSITIVE

JUSTIFICATION

SIGNATURE OF INFORMATION SECURITY OFFICER

Randall E Smith
Randall E Smith

DATE (MM/DD/YYYY)

4-14-2009

STEP 5 - ADJUSTMENTS TO POSITION RISK LEVEL

NOTE: Some positions, by the very nature of the duties and responsibilities, will require adjustments to risk level designations. See VA Handbook 0710, Appendix A, paragraph 5, Adjustments. Additionally, some positions may temporarily require access to sensitive national security classified information. Such access will factor into the adjustment of the position sensitivity designation. See VA Handbook 0710, Appendix A, paragraph 11.

Risk Level:

- NO ADJUSTMENT
- INCREASE RISK LEVEL TO:
 - MODERATE RISK
 - HIGH RISK

Sensitivity Level:

- NO ADJUSTMENT
- INCREASE SENSITIVITY LEVEL TO:
 - NONCRITICAL SENSITIVE
 - CRITICAL SENSITIVE
 - SPECIAL SENSITIVE

STEP 6 - FINAL POSITION RISK/SENSITIVITY LEVEL DESIGNATION

FINAL POSITION RISK LEVEL

- HIGH RISK
- MODERATE RISK
- LOW RISK

FINAL SENSITIVITY LEVEL DESIGNATION

- SPECIAL SENSITIVE
- CRITICAL SENSITIVE
- NON-CRITICAL SENSITIVE
- NONSENSITIVE

NATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR

Daniel J Helle
DANIEL J HELLE, HUMAN RESOURCES OFFICER

DATE (MM/DD/YYYY)

04/10/09