

POSITION DESCRIPTION (Please Read Instructions on the Back)

HRMS COPY

1. Agency Position No. **425DA**
6. OPM Certification No.

2. Reason for Submission <input type="checkbox"/> Redescription <input checked="" type="checkbox"/> New <input type="checkbox"/> Establishment <input type="checkbox"/> Other 3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field		4. Employing Office Location Phoenix, AZ		5. Duty Station VA Medical Center (644)	
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 Interests		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 _____) <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 type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 3-Critical Sensitive <input type="checkbox"/> 2-Nominal Sensitive <input type="checkbox"/> 4-Special Sensitive	13. Competitive Level Code X14 14. Agency Use	

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 Establishment						
c. Second Level Review						
d. First Level Review	Program Support Assistant	GS	0303	06	DT	6/8/06
e. Recommended by Supervisor or Initiating Office	Program Support Assistant	GS	0303	06	DT	6/8/06

16. Organization Title of Position (If different from the official title)
Program Assistant

17. Name of Employee (if vacant, specify)
Becker

18. Department, Agency, or Establishment
Department of Veterans Affairs *900*

a. First Subdivision
VA Medical Center

b. Second Subdivision
Ambulatory Care Services

c. Third Subdivision

d. Fourth 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)

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. Type Name and Title of Immediate Supervisor
Marva Greene, Administrator, Ambulatory Care Serv

Signature: *Marva Greene* Date: **6/2/06**

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)

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
PC Flysheet for Miscellaneous Clerk and Asst. Seris, GS-0303, TS-37(11/79); Grade Level Guide for Clerical and Asst. Work, TS-91, (6/89)

Typed Name and Title of Official Taking Action
Diane Tinsley, HR Specialist (Classification)

Signature: *Diane Tinsley* Date: **6-8-06**

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.

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

24. Remarks
11 Performance Level GS-06

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

POSITION DESCRIPTION, PROGRAM SUPPORT ASSISTANT AMBULATORY CARE AND PROCESSING SECTION/ACS

The incumbent serves as the Program Support Assistant to the Program Manager, Management Analysts, Nurse Managers, Social Workers, Nutritionists and Pharmacists working in Ambulatory Care Services (ACS). Provides administrative and clerical support to other staff in the ACS. This product line consists of approximately 350 FTEE and the following major programs: Ambulatory Care and Processing, VIST/BROS, Life Support Unit, Telephone Linked Care, Program Management and Customer Relations, VA Care Coordination, Occupational Health and eight primary care clinics. Staff assigned to ACS include physicians, mid-level providers, registered nurses, licensed practical nurses, clinical pharmacists, pharmacists, pharmacy techs, clinical dietitians, dietitian techs, social workers, blind rehabilitation coordinators, nurse assistants, patient service assistants and other clerical staff. Of significance is the complexity of rules and regulations involving Title 38 and Title 5 positions, including recruitment, time and leave administration, proficiencies and performance appraisals, etc. Also of significance are the many program and policy directives that impact the ACS programs described above. Incumbent works directly with Program Managers, Management Analysts, Supervisors and their assistants.

Reception Duties

Answers telephone on behalf of Program Manager, Management Analysts, and Nurse Managers. Determines the nature of contact, forwards call to appropriate staff member or takes message. Provides back-up reception duties to other Program Support Assistants in ACS. Routes all Patient Advocate calls appropriately. Incumbent must have considerable patience and tact in dealing with patients, patient family members and staff. Volume of calls dictates that the person must have exceptional maturity and sound judgment, and that he/she be able to operate under severe time constraints when necessary. Maintains ongoing liaison with other VA services such as Travel, Engineering, Director's Office, etc.

General Clerical Duties

Incumbent types reports, memoranda, letters, forms etc. in final form for routing and mailing. Without changing the intended content of the document, independently edits documents to assure they are in the correct format, are grammatically correct and are without spelling errors. Independently prepares routine correspondences, memoranda, etc., without the benefit of a rough draft for signature. Is responsible for preparing, submitting and tracking documents requested from the Director's Office (blue tickets).

Incumbent attends monthly Patient Services Assistant meetings, Oversight Committee meetings and other meetings as directed and takes notes. Later prepares and edits minutes from these notes, adopting the style preferred by the chairperson.

Assists staff in preparing requests for tuition payments. Also prepares travel claims, using the correct formula, working closely with the Travel Clerk from Fiscal. Tracks tuition and travel expenditures for each ACS employee and manages fund control budget. Prepares purchase orders and obligates funds for tuition and travel. Responsible for using government credit card to pay for tuition requests received from employees. Manages spreadsheets to track expenditures for tuition and travel; assures that spending is within budget. Prepares spreadsheets for presentation by the Management Analyst at the monthly Oversight Committee meeting.

Manages ACS Fund Control Points with a combined total budget of \$600,000, including preparing obligations and reconciling purchases. Uses computerized IFCAP system to order all necessary supplies.

Incumbent has primary responsibility for maintaining, distributing and filing VHA Directives and Memoranda, Medical Center Memoranda and bulletins. Assists in the maintenance, continual updating, tracking and filing of ACS Policy Memorandums, local ACS Policies, brochures, pamphlets and other literature affecting ACS. Is responsible for maintaining the system of files to cover the clinical and administrative needs of the service, filing required documents according to prescribed guidelines in a timely manner. Must be extremely organized and display considerable initiative due to the public relations and cost efficiency issues inherent in this aspect of the role.

Serves as timekeeper for ACS Time and Leave (T&L). Prepares clearance sheets for outgoing ACS staff.

Photocopies, collates and distributes reports, resource materials and other publications. When necessary, hand-carries sensitive materials for delivery to designated parties, paying special attention to the observation of VA procedures and adherence to established policies of confidentiality.

Responsible for distributing mail to appropriate staff each time it is delivered to Ambulatory Care and Processing (AC&P). Prepares labels and envelopes for mailing. Sends mail, including overnight mail using Federal Express when necessary.

Functions as a Program Application Specialist (PAS), using computer software (NOIS application) to order and report problems with computers and telephone equipment. Also places electronic work orders as requested.

Responsible for the management of TEMPO educational records. Must be able to register employees for courses using TEMPO software and record information accurately upon completion of training.

Schedules conference rooms as requested.

Orders keys and processes equipment and property turn-ins. Responsible for equipment inventory and tracking.

Provides support to Management Analyst for capitated care contract clinics, including updating and maintaining patient enrollment files; collating labs, radiology and other patient reports for scanning by file room; faxing enrollment data as requested; and preparing correspondence. Works with Patient Care Management Module (PCMM) Coordinator to ensure that panel sizes and enrollment lists for contracted clinics are continuously updated and accurate.

Factor 1 - Knowledge/Skills Required by the Position

The incumbent should possess a broad knowledge of office procedures and skills. Specifically, the incumbent demonstrates knowledge, skills and abilities in the following areas:

- a. The incumbent must have sound knowledge of the Phoenix VA Medical Center and the various service lines, departments and services available to veterans. Also must possess general knowledge of the function and purpose of the Veterans Service Integrated Network (VISN), Veterans Benefits Administration Regional Office (RO) and the Department of Veterans Affairs Central Office (CO).
- b. The incumbent must possess a high degree of independent judgement and ability to triage the many complex, unique patient/family, staff, and general public requests that come daily to the Administration Office. The incumbent must operate under broad guidelines that do not specifically address the variety and intensity of these situations. Since these contacts occur on a daily basis, he/she must be very familiar with the complex array of services and programs available to veterans and staff at the Medical Center.
- c. Ability to recognize and correct spelling errors, poor grammar, and improper format in letters, memoranda and reports.
- d. Knowledge of required content, formats, and addenda needed for reports, letters, forms, memos and all outgoing written correspondence.
- e. Knowledge of filing systems and the ability to file documents in accordance with current filing guidelines. Knowledge of Records Control Schedule RCS 10-1.
- f. Knowledge and ability to utilize existing computer software programs including word processing, spreadsheets, and power point-type software. Incumbent should possess skill in using the VISTA/CPRS software and be able to enter employee training in the TEMPO program. Incumbent should have knowledge of Purchase Card reconciliation and the IFCAP system, and be able to make purchases using both credit cards and IFCAP as appropriate, doing the necessary reconciliations.

g. Sufficient knowledge of the clinical activities of Ambulatory Care and other services so that problems may be referred to the appropriate individual or service.

h. Skill and knowledge in a word processor at a level of 40 words per minute so that finished documents are neat, legible, error-free and are completed within a reasonable period of time. Incumbent should also be able to use a calculator and be able to calculate.

i. Skill in basic accounting techniques and knowledge of the IFCAP program in order to maintain the assigned fund control points, obligate funds, and project budget requirements.

j. Knowledge of leave regulations and the procedure for maintaining leave records so that incumbent may act as timekeeper or alternate, particularly if the program is located distant from the Medical Center.

k. Knowledge of procedures used to order supplies, order repairs etc. in dealing with Acquisition and Materials Management Services, Engineering and Facilities Management.

l. Familiarity with basic medical terminology needed when typing letters and reports.

Factor 2 - Supervisory Controls

The incumbent is organizationally under the supervision of the Administrator, Ambulatory Care Services. Work is assigned and prioritized by the Program Manager in collaboration with the Administrative Assistant, Management Analysts, Nurse Managers, and supervisors of other disciplines. However, the incumbent often functions with a significant degree of autonomy. It is frequently necessary for the employee to make responsible decisions under severe time constraints and with ambiguous guidelines. Pressures for accuracy in producing letters and other correspondence are considerable due to the implications of this information being reviewed by the Director's Office.

Factor 3 - Guidelines

Correspondence Guide, Phoenix VA Medical Center.

Policy and Procedures Manual, Phoenix VA Medical Center.

Other service and VA publications as appropriate to performing assigned duties.

Strict adherence to guidelines is required in the preparation of official correspondence.

Factor 4 - Complexity

The position requires that the incumbent possess exceptional maturity, sound judgment and tolerance for high stress. On one hand, perseverance and a high level of concentration are required to ensure that correspondence is accurate. On the other hand, the incumbent is

often required to make complicated judgments under severe time constraints where creativity and improvisation are vital. He/she must have the ability to shift from markedly different modes of functioning and organize tasks by priority. Provides support for approximately 340 staff members in a complex organization with diverse staff. Provides backup support to the Administrative Assistant for the Associate Chief of Staff (ACOS) and Administrator of ACS.

Factor 5 - Scope and Effect

The work performed has a broad impact on the work of the Service. The quality of work affects the image of Ambulatory Care Services, the VAMC, and the Department of Veterans Affairs. The timeliness and accuracy of the work produced enhances the ability of the staff to identify and treat veterans needing assistance.

Factor 6 - Personal Contacts

Contacts are with veterans and their families seeking assistance, military units, VAMC employees, professionals from the private sector, congressional representatives, the general public and representatives of other agencies and businesses seeking information or providing services to clients. In some instances the person contacting the employee will be anxious or upset and will need a high degree of patience, understanding and interpersonal skills on the part of the employee.

Factor 7 - Purpose of Contacts

Most contacts are for the purpose of providing support to ACS staff and information to veterans. Contacts will also be other employees throughout the Medical Center.

Factor 8 - Physical Demands

The incumbent may experience a high degree of stress created by numerous conflicting demands for work accomplishment. The work is mostly sedentary but requires the ability to move throughout the Medical Center. A significant portion of each day is spent using the computer and phone. Other physical demands are minimal. The employee will be asked to pick up supplies, make copies, and deliver items on a daily basis. Some moderate lifting is required.

Factor 9 - Work Environment.

Work is mostly performed within an open office environment. The incumbent is subject to high traffic, intensified and varied interactions.

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.

VA Department of Veterans Affairs POSITION RISK AND SENSITIVITY LEVEL DESIGNATION

STATION NUMBER/ORGANIZATION
 Carl T. Hayden VA Medical Center

SUBJECT NAME (Optional)	POSITION TITLE/GRADE Program Support Assistant, GS-0303-06	POSITION DESCRIPTION NUMBER (PD #) 4250
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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 <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED	B. SCOPE OF OPERATIONS: <input type="checkbox"/> WORLDWIDE <input type="checkbox"/> GOVERNMENTWIDE <input type="checkbox"/> MULTI-AGENCY <input checked="" type="checkbox"/> AGENCY	C. PROGRAM RISK LEVEL <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED
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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
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LINE NO.	RISK FACTOR	RISK POINTS	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.
1.	Degree of Public Trust	1	SENSITIVITY LEVEL <input type="checkbox"/> SPECIAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> NON-CRITICAL SENSITIVE <input checked="" type="checkbox"/> 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. <input type="checkbox"/> CONCUR WITH RISK LEVEL (See STEP 2) <input type="checkbox"/> INCREASE RISK LEVEL TO: <input type="checkbox"/> MODERATE RISK <input type="checkbox"/> HIGH RISK
2.	Fiduciary Responsibility	1	
3.	Importance to Program	1	
4.	Program Authority	1	
5.	Supervision Received	1	
6.	Total Risk Points (Sum of Lines 1-5) ▶	5	

RISK LEVEL AS DETERMINED BY TOTAL RISK POINTS <input type="checkbox"/> HIGH RISK <input type="checkbox"/> MODERATE RISK <input checked="" type="checkbox"/> LOW RISK/NONSENSITIVE	JUSTIFICATION SIGNATURE OF INFORMATION SECURITY OFFICER _____ DATE (MM/DD/YYYY) _____
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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: <input checked="" type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE RISK LEVEL TO: <input type="checkbox"/> MODERATE RISK <input type="checkbox"/> HIGH RISK	Sensitivity Level: <input checked="" type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE SENSITIVITY LEVEL TO: <input type="checkbox"/> NONCRITICAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> SPECIAL SENSITIVE
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STEP 6 - FINAL POSITION RISK/SENSITIVITY LEVEL DESIGNATION

FINAL POSITION RISK LEVEL <input type="checkbox"/> HIGH RISK <input type="checkbox"/> MODERATE RISK <input checked="" type="checkbox"/> LOW RISK	FINAL SENSITIVITY LEVEL DESIGNATION <input type="checkbox"/> SPECIAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> NON-CRITICAL SENSITIVE <input checked="" type="checkbox"/> NONSENSITIVE
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SIGNATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR <i>Diane Turley</i>	DATE (MM/DD/YYYY) 06/07/06
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EVALUATION STATEMENT

Recommended Classification: Program Support Assistant, GS-0303-06

Organizational Location: VAMC, Phoenix, AZ

References: PC Flysheet for Miscellaneous Clerk and Assistant Series, GS-0303, TS-37(11/79); Grade Level Guide for Clerical and Assistance Work, TS-91 (06/89)

Background: New position. The incumbent provides administrative and clerical support to staff in the Ambulatory Care Section.

Determination of Series and Title: PC Flysheet for Miscellaneous Clerk and Assistant Series, GS-0303 along with the Grade Level Guide for Clerical and Assistance Work, provides general criteria for use in determining the grade level of non-supervisory clerical and assistance work.

The organizational title for this position is Program Support Assistant.

Determination of Grade: The Grade Level Guide for Clerical and Assistance Work, TS-91 (06/89), the grade level criteria used for this series is Nature of Assignment And Level of Responsibility.

A. Nature of Assignment

Position exceeds the GS-05 grade level which is characterized by performing standard and nonstandard assignments involving different and unrelated processes or methods in varying sequences. This work generally requires extensive knowledge of rules, operations or business practices. In addition to having extensive knowledge of rules and operating practices the incumbent is responsible for programs ranging from basic clerical assignments, tracking tuition and travel funds ensuring they maintain within the budget as well as responsibility for ordering all supplies for ACS. Employee is also responsible for inventory and tracking for ACS. Because the incumbent is responsible for processing a wide variety of transactions subject to different sets of rules and regulations the GS-05 level is exceeded.

The position meets the GS-06 level in that the incumbent is required to process a wide variety of transactions subject to different sets of rules and regulations. The work is generally performed independently. The incumbent must have sound knowledge of the Phoenix VA Medical Center and the various service lines, departments and services available to veterans. In addition, the incumbent must possess a high degree of independent judgment and ability to triage the many complex, unique patient/family, staff and general public requests that come daily to the Administration Office. This knowledge in conjunction with leave regulation policies, procedures to order supplies and daily clerical responsibilities provide the incumbent with the wide variety of duties that are governed by various rules and regulations that meet the GS-06 level.

The position fails to meet the GS-07 level. At the GS-07 level, work consists of performing specialized duties in a defined functional or program area involving a wide variety of problems or situations. The incumbent at this level develops information, identifies interrelationships and takes actions consistent with objectives of the function or program served. This position is not required to perform such duties. The

incumbent's position does not require that considerable interpretation and adaptation to policy, guidelines and regulations occurs, therefore the position fails to meet the GS-07 level.

B. Level of Responsibility

The incumbents' position exceeds the GS-05 level. At the GS-05 level the incumbent follows accepted practices in resolving non-recurring problems and meeting deadlines. At this level completed products are evaluated for effectiveness in meeting goals. Many times the employee must determine which of several alternatives guidelines are to be used, if those guidelines cannot be applied the employee refers the matter to the supervisor. Since the incumbent functions with a significant degree of autonomy and is often required to make responsible decisions under severe time constraints the GS-05 level is exceeded.

The position meets the GS-06 grade level. The supervisor assists with precedent assignments by providing an interpretation of policy or the concepts and theories of the occupation. Completed work is evaluated for appropriateness and effectiveness in meeting goals. Guidelines such as regulations, instructions, evaluation criteria, and prior case or action files are available, but they are often not completely applicable to the assignment or have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines for application to specific cases or problems. The employee bases decisions and recommendations on facts and conventional interpretations of guidelines rather than on theory or opinion. The employee contacts others, as described above under clerical work, to provide, receive, or develop information in order to identify problems, needs or issues, and/or to coordinate work efforts or resolve problems. The GS-06 level is met.

This position does not meet the GS-7 level, where the supervisor makes assignments in terms of objectives, priorities, and deadlines. The employee independently completes assignments in accordance with accepted practices, resolving most conflicts that arise. Completed work is evaluated for appropriateness and conformance to policy. Guidelines for the work are more complex than at the next lower grade because the employee encounters a wider variety of problems and situations which require choosing alternative responses. Guides, such as regulations, policy statements, and precedent cases, tend to be general and descriptive of intent, but do not specifically cover all aspects of the assignments. Employees must use significant judgment and interpretation to apply the guides to specific cases and adapt or improvise procedures to accommodate unusual or one-of-a-kind situations. The position fails to meet the GS-07 grade level.

Conclusion: The proper title and series is **Patient Services Assistant, GS-0303-06.**

Diane Tinsley
Diane Tinsley
HR Specialist (Classification)

6/7/06
Date