

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

1. Agency Position No. **1102**

2. Reason for Submission  
 Redescription  New  
 Reestablishment  Other  
 (Show any positions replaced)

3. Service  
 Hdqtrs  Field

4. Employing Office Location  
 Phoenix, AZ

5. Duty Station  
 644

6. OPM Certification No.

7. Fair Labor Standards Act  
 Exempt  Nonexempt

8. Financial Statements Required  
 Executive Personnel  Employment and Financial

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-Sensitiv  
 2-Noncrit  
 3-Critical Sensiti  
 4-Specia

13. Competitive Level Code

14. Agency Use

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational	Gr	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Program Support Clerk	GS	303	6	KC	9/7/04
e. Recommended by Supervisor or Initiating Office						

16. Organization Title of Position (If different from the official title)  
 Department of Veterans Affairs

17. Name of Employee (if vacant, specify)  
 DZ IENIS

18. Department, Agency, or Establishment  
 Carl T. Hayden VAMC

c. Third Subdivision  
 Nutrition, Hospitality and Food Service Department

a. First Subdivision  
 Inpatient Care Services

d. Fourth Subdivision

b. Second 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)

**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 the essential functions for which I am responsible. This certification is made in full

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  
 Michael Welsh MS, RD, Asst. Administrator, N,H&FS Dept.  
 Signature: *[Signature]* Date: 9/2/04

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)  
 Anthony DeFrancesco MS, RD, Administrator ICS  
 Signature: *[Signature]* Date: 9/2/04

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

Typed Name and Title of Official Taking Action  
 Ken Creamer, Human Resources Specialist  
 Signature: *[Signature]* Date: 9/7/04

**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	Initials	Date	Initials	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks

Description of Major Duties and Responsibilities (See Attached)

PROGRAM SUPPORT CLERK  
CLOTHING / PATIENT FUNDS/LOST & FOUND

PRINCIPLE DUTIES AND RESPONSIBILITIES

Incumbent is responsible for the management of Personal Funds of Patients (PFOP) and daily operation of Clothing Room and Lost and Found according to a wide variety of sets of rules, regulations and procedures that at times are incomplete and require judgment and sometimes supervisor involvement. Work also requires ability to interpret and apply regulatory and procedural requirements to process unusually difficult and complicated transactions. Principal duties and responsibilities shall include the following:

Posting deposits and withdrawals accurately and in a timely manner from all sources. Adheres to all accounting practices for balancing ledger and making adjustments. Investigates reasons for unbalanced ledger. Responsible for the storage, safekeeping and release of Medical Center and Nursing Home patients' clothing, effects and valuables while they reside in the Veteran Affairs Medical Center (VAMC). Maintains automated records and generates reports utilizing various computer applications to ensure organization and accountability of personal belongings and funds. Inventories and completes in detail patient belongings card for all personal belongings received. Assist in the investigation and processing of claims. Disposes medications, contraband and prohibited items accordingly. Must be able to complete various documents according to established guidelines such as regulations, instructions and prior files that are available to be utilized as guidelines, but are often not completely applicable to the transaction and may have gaps in specificity. Brief all patients at time of admission of the Service Organization's Representatives. Creates correspondence, files and be familiar with packaging and shipping clothing and effects through the U.S. Mail. Incumbent must possess sufficient typing skill to perform the functions of this position and is required to perform other duties as assigned by Supervisor.

**Patient Funds of Patients:**

Performs PFOP duties outlined in VA Handbook 4020 and all other polices and procedures governing PFOP, clothing room and lost and found.

Responsible for ensuring field service receipts correspond with deposited funds in lockbox. Responsible for posting accounts accurately and in a timely manner. Maintains a signature card for each patient with deposited funds. Examines withdrawal documents for completeness and identifies patients' signatures with a signature recorded on account card and prepares necessary forms to be taken to the Agent Cashier. Verifies the authority and signature of the V.A. official signing the document as the authorizing official when processing a withdrawal from a restricted account. Incumbent assumes financial accountability for any monetary loss, which results from the performance of duties.

**Reporting/Accounting**

Incumbent is required to balance accounts daily to assure all patient funds are accounted for and investigates reasons for unbalanced accounts. Maintains automated records and generates reports and accounts required utilizing various computer programs to ensure proper identification and deposit of funds.

Annotates the minimum and maximum balances of restricted accounts. Prepares and submits notification to Veteran Affairs Regional Office (VARO) when the funds approach the maximum limit

or when the account is reduced to the minimum level. Balances and verifies accounts monthly with the Chief, Accounting Section of Fiscal Service.

Responsible for preventing access of unauthorized individuals to the Clothing Room restricted areas and must insure against improper disclosure of the safe combination.

Act in multiple capacities as Patient Funds, Clothing Room and Lost & Found Clerk. It is very important in the discharge of responsibilities, for common sense and judgment to be used with the knowledge of laws, regulations, rules, etc. It is necessary that the incumbent be alert at all times and ready to make immediate and accurate decisions utilizing polices, rules and procedures which at times may be lacking clear and precise direction. The incumbent must have the ability to think in an original and logical manner while constantly on the alert to detect any discrepancies in the processing or collection of funds, personal belongings and completion of documentation. If unusual discrepancies occur incumbent shall contact supervisor to provide interpretations of guidelines to resolve problems.

### **Disposition of funds and effects**

Prepares and mails correspondence regarding personal funds and effects left on station after discharge. When notified, will initiate VA Form 10-2687 PM death cases in accordance with VA Regulations and guidelines, which at times are unclear and posses gaps in proper procedure. When necessary, will draft letters to patients or patients' relatives regarding belongings left at this medical center after discharge or death. Prepares forms in accordance with polices and procedures before release of funds/effects to legal recipient. Completes necessary documentation to process General Post Fund (GPF) transactions according to VA Regulations and guidelines, which at times are unclear and posses gaps in proper procedure. Completes required documentation to identify effects to be donated, sold or disposed.

### **Clothing Room and Lost & Found**

Conducts daily rounds to specified wards to receive personal belongings. Responsible for conducting inventories and maintenance of records on patients' clothing, effects, valuables and donated items. Writes correspondence relating to personal funds and belongings left on premises after discharge Required to maintain an active and current data card file of the present-in-house patients and patients' belongings to prevent the loss of any item turned into the clothing room for safekeeping. On occasions will be responsible for sending patient's personal clothing from wards to the clothing room or the laundry, and monitoring the return and storage of these items. At times, this will involve decisions on isolation of patient's belongings and what should be done with them. This requires knowledge of infection control procedures and sound judgment by the incumbent. Turns in any items, which are considered, prohibited by this Medical Center, (i.e. illicit drugs, weapons, medications, etc) and may provide transportation of patients' belongings to and from the clothing room to various areas throughout the medical center.

In the performance of official duties, the employee has access to printed and electronic files containing sensitive information, which must be protected under the provisions of the Privacy Act of 1974, and other applicable laws and regulations. The employee is responsible for 1) protecting that information form unauthorized release of from loss, alteration, or unauthorized deletion, and 2) following applicable regulations and instructions regarding access to computerized files, release of access codes, ect. as set out in the computer access agreement and VA Policy Memorandums.

### **FACTOR I**

### **KNOWLEDGE REQUIRED BY THE POSITION**

Knowledge will be obtained through extensive, increasingly difficult and practical experience in the various subject matter fields. Decisions and recommendations are based upon conventional

interpretations of guidelines rather than opinion. Recognized as an authority on processing transactions or completing assignments within a complicated framework of established procedures and guidelines, where there may be no clear precedents. Incumbent must possess the ability to maintain good public relations in contacts with veterans and the general public, possess integrity beyond that normally required since a number of veterans interviewed are either mentally disturbed. The job requires a good knowledge and understanding of the medical terminology relating to the various medical/surgical specialties including laboratory and x-ray. Must keep abreast of all changes that occur with respect to new programs, changes in location of personnel and offices and new procedural changes adopted by the medical center, which may affect advising, assisting, and directing veterans and visitors. Frequently spends considerable time in discussion and inquires with callers to determine what is actually wanted and to resolve points of misunderstanding or confusion.

Knowledge of rules, regulations, policies, procedures and other guidelines related to a veteran's rights and benefits for medical care both as an outpatient and as an inpatient and the maintenance of patients' personal effects and funds, in order to represent the patient in receiving benefits to which entitled.

Skill in interviewing to obtain factual information and in explaining VA regulations and procedures to veterans and/or their families who raised the complaint.

Must be knowledgeable of the Patient Funds computer program, have a working knowledge of account balancing with regard to debits and credits and able to interpret regulations governing the controls of patient funds accounts.

Must have knowledge of the different ADP programs within the medical center and how they interact with Ambulatory Care programs of Medical Administration Department.

Must have knowledge in handling large amounts of cash and accurate collection and documentation for accountability of assets.

Skill in maintaining an organized work area including filing, record keeping, and controlling adequate supplies of controlled forms to provide ease in locating information and perform duties without undue delays.

Skilled in applying systematic procedures and techniques in the management and function of the patient funds, clothing room and lost & found operations. Knowledge of the theory of principals of cash management, personal belongings, safekeeping, organizational function and procedures including administrative practices.

Incumbent shall provide training to others regarding proper procedure and completion of documents when needed.

## FACTOR II

## SUPERVISORY CONTROLS OVER THE POSITION

Incumbent is under the supervision of the Administrative Dietitian, Nutrition, Hospitality and Food Service and the Assistant Administrator, Nutrition, Hospitality and Food Service Department. Works independently and on own initiative in completing tasks; audits are conducted to ensure completed work is meeting goals and in compliance with regulations, which at times may have specificity gaps in precedents. The supervisor defines objectives, priorities, and deadlines. Completed work is evaluated for appropriateness and effectiveness in ensuring all guidelines are satisfied. Incumbent independently gathers information, prepares reports, and makes recommendations consistent with the normal practice, using experience in solving problems and handling unusual occurrences and presents unusual problems to the supervisor.

### FACTOR III

### GUIDELINES

VA manuals, Federal Regulations, Public Laws and local directives serve as guidelines, which at times may possess insufficient direction. These numerous and complex guides cover a variety of situations and often apply less to specific situations than to operational characteristics and procedural requirements. The effective course of action for assignments is usually determined by appropriate guidelines or drawing upon previous experience concerning comparable situations.

### FACTOR IV

### COMPLEXITY

Incumbent must deal with large variety of people, often under stressful conditions while maintaining the appearance of composure. Must be observant of problems and compassionate in demeanor. Although work assignment will be limited in nature of contacts is not limited. Therefore the incumbent must be able to work at a pace in order to handle varying workloads.

### FACTOR V

### SCOPE AND EFFECT

The purpose of this work is to coordinate timely movement of patients, while adhering to all VA policies, procedures and ensure satisfactory completion of the patient encounter.

### FACTOR VI

### PERSONAL CONTACTS

Contacts are personal, telephonic and written correspondence with the veteran and/or families, physicians, service organization representative, personnel at all levels within the VA system and professional and administrative staff at non-VA facilities.

### FACTOR VII

### PURPOSE OF CONTACT

Incumbent must deal with patients and general public of every conceivable temperament, background and condition and must be able to evaluate and act accordingly. Must be alert for sudden illnesses. Must be in contact with medical staff working with them to expedite examination, treatment, and admission. Must use tact and pose in obtaining information from patients, often of a personal nature. Incumbent must see that each person is served courteously, considerately, and as quickly as possible. Contacts are made to give or exchange information concerning treatment of the veterans, resolving any problem associated with the veterans visit. Maintains good public relations on behalf of the VA dealing with people who may be skeptical, uncooperative or hostile.

### FACTOR VIII

### PHYSICAL DEMANDS

Incumbent must be able to lift up to approximately 50 pounds of patients' personal belongings. Position also requires bending, stretching and standing to place effects on shelving. Position also Requires strength to push cart with patients' belongings and stamina required for making runs to wards and other areas for deliveries.

### FACTOR IX

### WORK ENVIRONMENT

Work is performed in a hospital office setting. Deals with irate chronically ill and elderly patients with stressful encounters, numerous interruptions and telephone calls.

### FACTOR X

### SAFETY

Responsible for maintaining a safe work environment and adhering to required safety procedures at all times. Immediately reports to supervisor all potential hazards and accidents, regardless of the severity. The supervisor will note violations of established safety practices.

FACTOR XI

OTHER SIGNIFICANT FACTORS

It is imperative that the incumbent has a good working knowledge of all VA directives relating to Patient Funds, Clothing Room, Lost and Found, and Decedent Affairs. The incumbent must maintain and excellent rapport, courteous, cooperative and helpful attitude with professional and administrative staff, all beneficiaries and their relatives and veterans representatives, to achieve the best possible working relationship. The exercise of diplomacy tact, patience, understanding, and ability to provide guidance to others is essential.

Position requires daily working relationship with management, physicians, nurses, patients and patients' relatives. The incumbent must be able to analyze, evaluate, make decisions and respond to a variety of situations involving patients and patients' effects. Incumbent must be tactful, cooperative, and maintain a pleasant manner at all times while on duty. Must be neat in appearance, polite, courteous and maintain self control at all times.

Processes specific classes of outgoing mail such as certified, registered, insured, international and Federal Express. Maintains special mail counts, cost, and other data required for various reports.

Maintains and supports the ADP Security Program as outlined in VA Policy. This includes maintaining physical security of equipment and software, and maintaining security of electronic data on the screen and printout.

# POSITION EVALUATION SUMMARY

Date: 2/7/04

Organization: Carl T. Hayden VA Medical Center, ICS, Nutrition Hospitality & Food Dept. Phoenix, Arizona

Position Number: Program Support Assistant GS-0303-6 PD# 01102

**Evaluation Factors  
Standards Used**

**Comments**

1. Nature of Assignment	Benchmark GS-6		Wide variety of transactions for multiple types of assigned activities/functions. Assignments/functions subject to different processes/regs/requirements. Interpret and apply regulatory/procedural requirements for complicated functions. Comprehensive knowledge of procedures, regs, manuals, etc. Complex, interrelated and unrelated processing procedures.
2. Level of Responsibility	Benchmark GS-6		Works independently and with own initiative to assess, evaluate and complete tasks. Completed work evaluated for appropriateness and effectiveness. Guidelines consist of agency manuals and regs, laws, and local policies which do not specifically cover most situations. Requires evaluation and minor deviations to accomplish functions. Contacts are with patients, employees, and families to give or exchange information, provides explanation of regs. Needs to resolve procedural problems relating to the assignment(s).
Grade Conversion		6	

**Additional Remarks:**

References: GS-0303, Miscellaneous Clerk and Assistant Series, TS-37 November 1970, TS-34 January 1979.  
 Grade Level Guide for Clerical and Assistance Work, TS-98 June 1989.  
 Series: Incumbent responsible for the assistant/technical/clerical level duties of the Personal Funds of Patients, Lost & Found, Decedent Affairs and the Clothing Room. Occupations Series GS-0303 is the appropriate series for this position.  
 Title: Program Support Assistant accurately reflects the nature and intent of this position.  
 Grade: Comparison is made to the classification standard above. Reference to the grade level examples and descriptions in the standard leads to a grade of GS-6.  
 FLSA: This position is classified as Non-Exempt.  
 LMR: Bargaining Unit position



STATION NUMBER/ORGANIZATION

4/Carl T. Hayden VA Medical Center

SUBJECT NAME (Optional)

POSITION TITLE/GRADE

Program Support Clerk, GS-0303-06

POSITION DESCRIPTION NUMBER (PD #)

1102

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 (checked)

B. SCOPE OF OPERATIONS:

- WORLDWIDE, GOVERNMENTWIDE, MULTI-AGENCY, AGENCY (checked)

C. PROGRAM RISK LEVEL

- MAJOR, SUBSTANTIAL, MODERATE, LIMITED (checked)

STEP 2 - POSITION RISK POINTS

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

Table with 3 columns: LINE NO., RISK FACTOR, RISK POINTS. Rows include Degree of Public Trust, Fiduciary Responsibility, Importance to Program, Program Authority, Supervision Received, and Total Risk Points (5).

STEP 3 - POSITION SENSITIVITY LEVEL

National Security Classified Information

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.

SENSITIVITY LEVEL

- SPECIAL SENSITIVE, CRITICAL SENSITIVE, NON-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 (checked)

JUSTIFICATION

SIGNATURE OF INFORMATION SECURITY OFFICER

DATE (MM/DD/YYYY)

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 (checked), INCREASE RISK LEVEL TO: MODERATE RISK, HIGH RISK

Sensitivity Level:

- NO ADJUSTMENT (checked), 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 (checked)

FINAL SENSITIVITY LEVEL DESIGNATION

- SPECIAL SENSITIVE, CRITICAL SENSITIVE, NON-CRITICAL SENSITIVE, NONSENSITIVE (checked)

SIGNATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR

Signature: Duane Turley

DATE (MM/DD/YYYY)

09/25/06