

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No. 3149	6. OPM Certification No.	3. Service New <input type="checkbox"/> Hdqtrs <input type="checkbox"/> <input checked="" type="checkbox"/> Field	4. Employing Office Location VAMC PHOENIX AZ	5. Duty Station PHOENIX AZ	9. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
2. Description <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other		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	
Explanation (Show any positions replaced)		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 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 <input checked="" type="checkbox"/> 2--Noncritical 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 Code	Grade	Initials	Date
a. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	PROGRAM SUPPORT CLERK (OA)	GS	303	5	BS	5/30/02 4/16/02
e. Recommended by Supervisor or Initiating Office						

16. Organizational Title of Position (if different from official title)

17. Name of Employee (if vacant, specify)
Herlinda Moore

18. Department, Agency, or Establishment
Department of Veteran Affairs

a. First Subdivision
VA Medical Center Phoenix AZ

b. Second Subdivision
Psychiatrics and Extended Care Service

c. Third Subdivision
Home Care Services

d. Fourth Subdivision

e. Fifth Subdivision

Signature of Employee (optional)

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
Judy B. Locke, MS, RN, CS
Program Director, Home Care Services

b. Typed Name and Title of Higher-level Supervisor or Manager (optional)
Karen Walenga, MS, RN
Acting Administrator, GECS

Signature: *Judy B. Locke* Date: 4/18/02

Signature: *Karen Walenga* 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.

Typed Name and Title of Official Taking Action
Amy Taylor
Human Resources Specialist

Signature: *Amy Taylor* Date: 5/30/02

22. Position Classification Standards Used in Classifying/Grading Position

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
a. Employee (optional)								
Supervisor								
Classifier								

POSITION DESCRIPTION

GECS Program Support Clerk, GS-0303-05

INTRODUCTION

The incumbent serves as the Program Support Clerk to the Program Director, Home Care Services within Geriatrics and Extended Care Services.

MAJOR DUTIES

Serves as resourceful, administrative member in the office of the Program Director, Home Care Services in Geriatrics and Extended Care Services and is responsible for initiating and completing a variety of clerical, coordinating, training, orienting, and receptionist duties associated with all programs managed under Home Care Services.

Maintains a controlled suspense system for recurring home care paperwork from community agencies and hospital reports and correspondence and notifies staff when dated paperwork is past due. Keeps filing current and provides needed information as requested. Maintains flow of home care treatment plans, physician orders and discharge summaries to community home health care agencies. Maintains phone contact with the community agencies to facilitate timely signature by physicians and return of paperwork to agencies. Is independent in following up with physician when paperwork is not returned.

Initiates form letters and acknowledgements. Prepares routine memoranda as well as original correspondence with the aid of brief oral or written notes provided by the Program Director, Home Care Services or Administrative Coordinator. Types inspection reports for community health nursing staff. Duplicates materials as requested.

Arranges and coordinates activities involving meetings and special projects. Attends meetings, takes minutes, and prepares them for distribution. Reminds Program Director, Home Care Services of meetings and conferences, provides written materials as needed.

Prioritizes clerical administrative matters in the Home Care Services office. Maintains files. Receives all incoming mail and determines distribution or processing. Files data sheets, patient information, inspection reports, policies and procedures.

Enters workload data into the Event Capture system and other workload information as directed by the Program Director. Utilizes the Event Capture software to provide monthly reports to the Program Director.

Is responsible for maintaining tracking system for patients on the case management program. Prepares monthly Fiscal forms and maintains log of expenditures in the program. Provides updates on routine basis to the Program Director and as requested.

Keeps informed of workload assignments of other Home Care Services support personnel and provides coverage for them during leave usage. Assists as directed by Program Director with other GECS clerical support personnel as needed.

Maintains and supports the ADP Security Program as outlined in VA, facility and/or service policy. Maintains physical security, software security, data security and applications security. Is responsible for reporting hardware and software problems staff report to the Home Care Services ADP Coordinator and assisting with resolution.

Practices telephone courtesy. Screens telephone calls from personnel and the public. Provides information or referral as needed. Recognizes and refers urgent messages to professional staff for immediate action.

Assumes responsibility for other clerical staff duties in the absence of these employees.

Performs other related duties as assigned.

Factor 1 Knowledge Required by the Position

Thorough knowledge of resources available for processing forms, reports (recurring and non-recurring), manual correspondence. Will be skilled in the operation of the personal computer and have working knowledge of the latest installed software. Must have knowledge of spelling, arrangement, and grammar and know appropriate formats for all correspondence.

Working knowledge of the Privacy Act and Freedom of Information Act to independently and tactfully answer numerous inquiries related to personnel and patients.

Thorough knowledge of the filing system in order to search and extract information required by administrative and supervisory personnel.

Working knowledge of various current VA and local medical center policies and procedures related to Geriatrics and Home Care Services. Knowledge of policies related to internal Home Care Services and Geriatrics activities.

Develops methods for automating administrative reports, considering the interrelationship of reports and multiple uses of the data. Applies knowledge of the functional capabilities of different software types to select the best software type for each report.

Uses current office automated equipment (personal computer and copier) to perform desk-top publishing of materials needed for special activities.

Current knowledge and skill in submitting Fiscal forms and maintaining logs for budget tracking of case management program.

Ability and knowledge to develop and maintain spreadsheets for tracking of Home Care Services programs.

Ability and knowledge to utilize Event Capture system data entry menu for entering and maintaining up to date workload data for DSS departments for Home Care Services.

Ability and knowledge to utilize the HBPC Information System for data entry and transmission in the absence of other clerical support staff.

Factor 2 Supervisory Controls

The employee receives general supervision from the Program Director, Home Care Services or designee (Administrative Coordinator, Home Care Services) who provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments.

The supervisor provides additional, specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available.

The employee uses initiative in carrying out recurring assignments independently without specific instruction but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help.

The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

Factor 3-2 Guidelines

Procedures for doing the work have been established, and a number of specific guidelines are available. Guidelines are closely adhered to and deviations or changes in their use are authorized by the supervisor.

Employee plans and develops a systematic method for naming, identifying and retrieving information to resolve problems in locating and retrieving electronically stored information. Documents modified procedures and distributes to others in the operating unit for their use. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application and in making minor deviations to adapt the guidelines in specific cases.

Employee selects most appropriate software for automating office work based on the nature of the work and the characteristics of available software types. Provides instructions for other employees on the methods and procedures for using the selected software for the type of work involved.

At this level, the employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor.

Factor 4 Complexity

Employee performs a full range of clerical duties in support of the Home Care Services office and the Program Director. Must be able to recognize the critical and routine nature of the work and prioritize accordingly. Must be able to prioritize work so as to handle the workload of the Program Director in an efficient and timely manner.

Employee is responsible for handling overflow work of the program support clerk for the Administrative Coordinator, Home Care Services in HBPC to include typing, filing, information retrieval, data entry, paperwork tracking, minutes and answering phones.

Factor 5 Scope and Effect

The purpose of the work is to collect, select, organize, track, and provide information in oral or written form. This may involve telephone conversations, electronic mail, reports, fax, etc. The work is performed in accordance with established rules, regulations, procedures, and office automation practices.

The work affects the way in which other employees document, store, receive, or transmit information and increases the availability and usefulness of the information involved.

Factor 6 Personal Contacts

Employee contacts employees at various levels throughout the agency who are involved in or affected by programs managed within Home Care Services. Employee is also in contact with staff from community home care agencies in relation to required paperwork and workload data.

Factor 7 Purpose of Contacts

To coordinate, track, and integrate work processes or work methods affecting the function of Home Care Services office and services provided. To maintain communication with other agency staff and outside agency staff for the smooth functioning of the Home Care Services office.

Factor 8-1 Physical Demands

The work is sedentary. Typically, the employee sits comfortably to do the work. However, there may be some walking; standing; bending; and carrying of light items

such as papers, books, files, small parts, etc. No special physical demands are required to perform the work.

Factor 9 Work Environment

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, or meeting and training rooms. Work is performed in an office setting.

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.



LOCATION NUMBER/ORGANIZATION
44/Carl T. Hayden VA Medical Center

SUBJECT NAME (Optional) POSITION TITLE/GRADE POSITION DESCRIPTION NUMBER (PD #)
Program Support Clerk, GS-0322-05 3199

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

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 DATE (MM/DD/YYYY)
[Signature] 10/19/06