

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. AGENCY POSITION NO.
032610

6. OPM CERTIFICATION NO.

2. REASON FOR SUBMISSION
 REDESCRIPTION NEW
 REESTABLISHMENT OTHER

3. SERVICE
 HDQTRS. FIELD

4. EMPLOYING OFFICE LOCATION
VAMC

5. DUTY STATION
Phoenix, AZ

7. FAIR LABOR STANDARDS ACT
 EXEMPT NONEXEMPT

8. FINANCIAL STATEMENTS REQUIRED
 EXECUTIVE PERSONNEL FINANCIAL DISCLOSURE EMPLOYMENT AND FINANCIAL INTERESTS

9. SUBJECT TO IA ACTION
 YES NO

EXPLANATION (Show any positions replaced)
 PPL = GS-06

10. POSITION STATUS
 COMPETITIVE
 EXCEPTED (Specify in Remarks)
 SES (Gen.) SES (CR)

11. POSITION IS:
 SUPERVISORY
 MANAGERIAL
 NEITHER

12. SENSITIVITY
 1 - NON-SENSITIVE 3 - CRITICAL SENSITIVE
 2 - NON-CRITICAL SENSITIVE 4 - SPECIAL SENSITIVE

13. COMPETITIVE LEVEL CO
X01

14. AGENCY USE

Accretion of Duties

15. CLASSIFIED/GRADED BY	OFFICIAL TITLE OF POSITION	PAY PLAN	OCCUPATIONAL CODE	GRADE	INITIALS	DATE
A. U.S. OFFICE OF PERSONNEL MANAGEMENT						
B. DEPARTMENT, AGENCY OR ESTABLISHMENT						
C. SECOND LEVEL REVIEW						
D. FIRST LEVEL REVIEW	Secretary (OA)	GS	0318	06	SC	5/20/10
E. RECOMMENDED BY SUPERVISOR OR INITIATING OFFICE	Secretary (OA)	GS	0318	06		

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

A. FIRST SUBDIVISION
Veterans Health Administration

B. SECOND SUBDIVISION
Phoenix VA Health Care System

C. THIRD SUBDIVISION
MH&BSS

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. TYPED NAME TITLE OF IMMEDIATE SUPERVISOR
Carlos Carrera, M.D., Chief MH&BSS For

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

SIGNATURE  DATE 5/19/10

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/GRAIDING POSITION
PCS for Secretary Series, GS-0318; TS-64 dated June 1982 & TS-34 dated January 1979.

TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION
Stephanie Coomer, HR Specialist

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.

SIGNATURE  DATE 5/20/10

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

24. REMARKS
FULL PERFORMANCE LEVEL IS GS-06.

25. DESCRIPTION OF MAJOR DUTIES AND RESPONSIBILITIES (See Attached)

MH&BSS
Secretary, GS-0318-06

MAJOR DUTIES:

The incumbent is assigned to Mental Health and Behavioral Sciences Service (MH&BSS), performing secretarial and receptionist duties in support of the Psychiatry and Psychology Departments.

Uses personal computer and/or typewriter to produce documents accurately and efficiently. Uses computer applications relevant to MH&BSS, such as patient inquiry, patient disposition, consults, scheduling and mailman modes.

Receives, screens and distributes all incoming material, handles routine correspondence with minimal instruction and coordinates routine administrative matters with other hospital services. Receives all contacts (mail, telephonic and personal), making appropriate referrals, scheduling and disposition when possible.

Posts and submits for approval, all time and attendance cards, maintaining, and subsidiary records as required on all leave usage. Posts time and attendance for Residents and submits monthly to Fiscal. Works closely with the Administrative Officer to assure accurate information on time and attendance of Residents.

Maintains files, including service policies, VA manuals, bulletins, employee actions, equipment requests and general correspondence so that items can readily be located on request.

Maintains schedule of periodic reports, maintaining adequate available information to readily assist in preparation and submission of these reports. Is responsible for using the proper format of all reports prepared.

Establishes and maintains a controlled suspense system for recurring reports and correspondence. Keeps the Administrative Officer and/or the ACOS, MH&BSS informed of the status of the suspense.

Maintains calendar for the ACOS, MH&BSS and commits time as necessary based on knowledge of preferences, priorities, duties and available time.

Transcribes minutes of meetings in a timely manner, using reference sources for specialized terminology, assuring proper arrangement, grammatical accuracy and spelling in final form. Attends MH&BSS Staff Meeting, Mental Health Council, and Behavioral Emergency Committee meetings and acts as recorder of minutes.

Incumbent maintains and updates all service records of employees, keeps ACOS/AO informed of all personnel actions for approval and keeps current position description file and organizational charts available.

Prepares and distributes On Call Schedule, monthly, for MH&BSS. Receives, assigns and distributes Consultation requests from other services. Refers inappropriate or incomplete consultations to Administrative Officer for action.

Receives calls from other VA and community facilities, concerning referrals of veteran patients. Elicits identifying information and obtains available records in preparation for staff response. Gathers necessary information and prepares all essential paperwork to expedite off station travel for MH&BSS. Gathers and compiles data for ongoing MH&BSS activities, e.g., Quality Management, Seclusion and Restraint Reports and Involuntary Commitment AMIS segment.

The incumbent is responsible for maintaining and supporting the ADP security program as outlined in VA, facility, and/or service policy. He/she is responsible for maintaining physical security, software security, data security, and applications security.

Coordinates the Continuing Medical Education (CME) Program for MH&BSS. Schedules and organizes all Literature Reviews, Clinical Case Conferences, Teleconferences and Grand Rounds. Responsible for compilation of information to announce/advertise CME activities. Solely responsible for room reservations and notification of personnel and setting up the actual activity.

Coordinates bi-annual re-credentialing procedures for the provider staff, including recertification of licensees, providing CME information and other requirements to establish the objective.

FACTOR 1. - KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of MH&BSS policies and procedures as they relate to administrative and clerical functions of the Service, as well as knowledge of Medical Center policies.

Knowledge of duties, goals and priorities for smooth functioning of MH&BSS and related programs. Able to provide assistance to other clerical support on established procedures.

Skill in operating a personal computer, electronic typewriter or VISTA terminal, using a standard typewriter style keyboard with additional function keys, to produce work accurately and efficiently. Also skill in operating related equipment, such as printers and modems, as required. Must be a qualified typist, having knowledge of format, spelling and grammar to produce correspondence, evaluations, consultations and minutes in final form, transcribing from voice recordings or hand written. Knowledge of processing procedures and function keys required to execute at least several basic office automation functions such as storing and retrieving electronic documents or files, activating a printer, inserting and deleting text, printing standardized paragraphs from a glossary, producing letters and memoranda in much the same way as they would be typed on a standard typewriter, entering data into a predefined spreadsheet or database, retrieving data from specified electronic records, and transmitting and receiving electronic mail.

Knowledge or requirements and rules governing time cards and leave usage.

Skill in typing from voice recordings into final form. Must be qualified typist, having good knowledge of spelling, grammar and formats.

Skill in handling variety of phone inquiries and able to extract necessary information in tactful manner, referring non-routine requests to appropriate staff members.

FACTOR 2. - SUPERVISORY CONTROLS

ACOS and/or Administrative officer gives general guidance as to desired results on special projects. Since supervisor is, of necessity, away from the office frequently, secretary is allowed wide latitude in setting priorities and carrying out duties independently, referring only unusual situations to ACOS and/or Administrative Officer. Supervision is provided primarily through face-to-face contact and/or meetings with staff members. Formal controls are limited to report/records.

ACOS and/or Administrative Officer periodically check work for accuracy and compliance. Controlled correspondence from the front office will be reviewed for accuracy and initialed off by Administrative Officer prior to submission.

FACTOR 3. - GUIDELINES

Guidelines include instructions for specific office automation tasks, manuals, service policies and procedures, medical dictionary, clerical procedure directives and time-keeping manuals. While most guidelines are specific, secretary must use judgment in dealing with unusual situations.

FACTOR 4. - COMPLEXITY

Produces various office correspondence (letters, memos, policies and procedures, etc.) by use of a personal computer or typewriter. Uses computer applications to obtain patient information, patient disposition, scheduling and electronic messaging.

Work consists of diverse duties requiring flexibility as well as good working knowledge of routine processes. Must be able to recognize and relay urgent observations as warranted to ACOS or Administrative Officer.

FACTORS. - SCOPE AND EFFECT

Includes relaying telephone messages or scheduling of appointments needing immediate attention. Assumes routine administrative work, the reliability of which affect further processes.

FACTOR 6. - PERSONAL CONTACTS

Deals with all levels of staff and public, exercising tact and discretion to maintain good working relationships as well as expedient handling of problem areas. Many contacts involve dealing

with, agitated or hostile patients and must be handled with understanding, diplomacy, persuasion and firmness.

FACTOR 7. - PURPOSE OF CONTACT

To serve as receptionist for contacts to the office of the ACOS, MH&BSS, staff psychiatrists, psychologists, residents, fee basis psychiatrists and to direct information pertinent to the Department and/or Service Line and/or make appropriate referrals. Inform staff of their leave balances. Insure that reports and responses to correspondence are on time and in the proper format. Incumbent's position demands tact, courtesy, diplomacy and consideration to patients' needs.

FACTOR 8. - PHYSICAL DEMANDS

Work is mostly sedentary with normal amount of walking, bending or carrying of light supplies. Job places no special physical demands on employee.

FACTOR 9. - WORK ENVIRONMENT

Employee works in close proximity to mentally disturbed patients and is, therefore, exposed to possibility of bodily harm.