



**NAVAJO AREA
INDIAN HEALTH SERVICE**
DEPARTMENT OF HEALTH AND HUMAN SERVICES



We will not accept fax or e-mail applications

VACANCY ANNOUNCEMENT

CP-09-008

OPENING DATE

01-05-2009

CLOSING DATE

01-16-2009

POSITION

Health Systems Specialist

LOCATION AND DUTY STATION

Crownpoint Service Unit, PHS Indian Hospital
Quality Management Division

GRADE/SALARY

GS-671-09 - \$46,625 - \$60,612 per annum

NUMBER OF VACANCIES: One (1) vacancy (136202)

APPOINTMENT

PERMANENT

WORK SCHEDULE

FULL TIME

AREA OF CONSIDERATION

IHS WIDE

PROMOTION POTENTIAL

NO PROMOTION
POTENTIAL

SUPERVISORY/MANAGERIAL

NO

HOUSING

NO GOVERNMENT HOUSING

TRAVEL/MOVING EXPENSE

NO EXPENSES PAID

DUTIES: This position is located in Crownpoint Healthcare Facility, Department of PI/Compliance under the Administration Division, Crownpoint, New Mexico. The incumbent assists the PI/Compliance Officer with collecting, compiling and analyzing statistical data and processing all requests for durable medical equipment that will enhance and support patient care and quality improvement initiatives. Provides technical support work to coordinate a variety of services and quality improvement activities to support the overall management of PI/Compliance Department. Assists and participates in the development improving organizational performance for the entire hospital departments and services to enhance program initiatives that will promote a broader understanding of quality management among hospital employees, specialized groups/teams, hospital committees, and occasionally, the general public. Responsible for record keeping of all. Serve as the first level supervisor and to provide support and technical assistance to management by evaluating, analyzing and coordinating the operations of the Patient Registration/Admissions Office. Incumbent will also provide technical assistance to the Business Office manager and the Chief of Executive Office on matters involving Patient Registration. Reviews the workload and progress of the office; has the authority to accept, reject or amend completed assignments based on established standards and instructions. Trains, develops and orientates subordinates. Interprets regulations, requirements and procedures. Responsible for the development, monitoring and review of performance evaluations on employees. Duties involve supervising a workforce of technical staff, which requires the incumbent to allocate work assignments, coordinate work efforts, resolve operating and administrative problems, review and evaluate work efforts. Establishes and maintains production controls; assures that internal reports are maintained for use in evaluating quantity and quality of employee production. Interviews patients to obtain pertinent patient accounts information, assists patient in completing new or updated forms for Resource Patient Management System (RPMS), determines the eligibility of patients, identifies patients whose health benefits are subject to prior approval, obtains and verifies all alternate data necessary for billing, initiates admitting forms, patient identification tags and patient ID bands for admission. Ensures all patient demographics and third party resource data is updated and accurate. Makes final determinations on direct care eligibility of all individuals seeking care including patients who have not previously established eligibility and who have been treated previous but eligibility is now in question. Exercises delegated authority to make preliminary determination in cases of questionable eligibility.

**THIS OFFICE WILL NOT ACCEPT APPLICATIONS RECEIVED BY FAX, E-MAIL OR ELECTRONIC RESUMES
APPLICATIONS MAILED USING GOVERNMENT POSTAGE OR THRU AN INTERNAL GOVERNMENT MAIL SYSTEM
WILL NOT BE CONSIDERED.**

THIS POSITION IS LOCATED IN A TOBACCO -FREE ENVIRONMENT



QUALIFICATION REQUIREMENTS: YOUR DESCRIPTION OF WORK EXPERIENCE, LEVEL OF RESPONSIBILITY AND ACCOMPLISHMENTS WILL BE USED TO DETERMINE THAT YOU MEET THE FOLLOWING REQUIREMENTS.

BASIC QUALIFICATION: Applicants must have at least 52 weeks of specialized experience equivalent to at least GS-7 to qualify; or Education: master's or equivalent graduate degree or 2 full years of progressively higher level graduate education leading to such a degree or LL.B. or J.D., see below under Education.

Specialized Experience: To be creditable, specialized experience must have been equivalent to at least the lower grade level. Progressively responsible analytical or administrative, or clinical management or supervisory experience in the health care field. This work may have been performed in a operating health care facility or a higher organizational echelon with advisory or directional authority over such facilities. Work must have involved a close working relationship with facility managers and analysis and/or coordination of administrative, clinical, or other service activities, and provided knowledge of the following:

- Missions, organizations, programs, and requirements of health care delivery systems;
- Regulations and standards of various regulatory and credentialing groups; and
- Government-wide, agency, and facility systems and requirements in various administrative areas such as budget, personnel, and procurement.

Undergraduate and Graduate Education: Major study-hospital administration, public health administration, or related fields such as business or public administration with course work in health care administration. Applicant must submit an official college transcript; diploma; license; or other appropriate proof of educational attainment by the closing date of the vacancy announcement.

EXCEPTION TO CUMULATIVE YEARS OF EXPERIENCE REQUIREMENT: Individuals, who have 52 weeks of directly related specialized experience equivalent to the next lower grade in the Federal service may be rated eligible even though they do not meet the cumulative years of experience shown above, provided their background demonstrate the knowledge, skills, and abilities necessary for a successful job performance.

CONDITIONS OF EMPLOYMENT: Immunization Requirement-Upon employment, all persons born after 12-31-56 must provide proof of immunity to Rubella and Measles. Serology testing to confirm immunity and/or immunizations will be provided free of charge. Special consideration may be allowed to individuals, who are allergic to a component of a vaccine, have a history of severe reaction to a vaccine, or who are currently pregnant. This applies to candidates for positions in any Service Unit or any Area Office position that requires regular work at a Service Unit.

SELECTIVE PLACEMENT FACTOR: NONE

TIME-IN-GRADE REQUIREMENTS: Candidates applying under the provisions of the Excepted Service Examining Plan may be appointed without regard to time-in-grade requirements. Candidates applying under the provisions of the Merit Promotion Plan must have completed 52 weeks of service at GS-7 to qualify for the GS-9.

LEGAL AND REGULATORY REQUIREMENTS: Candidates must meet time-in-competitive appointment, time-in-grade (if applicable), and qualification requirements by the closing date of the of the vacancy announcement.

NOTERefer to OPM Handbook Qualification Standards Operating Manual or the IHS Excepted Service Qualification Standard, series GS-671 for complete information.

WHO MAY APPLY: Merit Promotion Plan (MPP) Candidates: Applications will be accepted from status eligible e.g., reinstatement eligible and current permanent employees in the competitive Federal service, and from current permanent IHS employees in the Excepted Federal service who are entitled to Indian Preference.

Excepted Service Examining Plan (ESEP) Candidates: Applicants will be accepted from individuals entitled to Indian Preference. Current permanent IHS Excepted Service employees and competitive service employees of Reinstatement eligible entitled to Indian Preference may also apply under the provisions of the Indian Health Service Excepted Service Examining Plan. These candidates MUST indicate on their "Application for Federal Employment" whether their application is submitted under the IHS Excepted Service Examining Plan, the IHS Area Merit Promotion Plan or both.

Applications will also be accepted from individuals eligible for non-competitive appointment (e.g., Applicants eligible for appointment under the Veterans Readjustment Act, the severely handicapped, or those with a 30% or more compensable service-connected disability).

COMMISSIONED OFFICERS: Commissioned Officers may indicate an interest in being considered by submitting a resume. Commissioned Corps applicants will be evaluated by the Personnel Office against the applicable Preston Standards or the Civil Services Standards, if no Preston Standard exists. These applicants must describe the experience gained in their two most recent positions and provide the dates they occupied those positions. In addition, Commissioned Corp applicants must also provide information regarding education, including degrees obtained and schools attended by submitting official transcripts and include home/work telephone numbers if this information is not contained in the resume. When required by the vacancy announcement, applicants must submit specific information related to any knowledge, skills, and abilities, which are being used as selective factors. Commissioned Corp applicants may also be required to submit proof of Indian Preference and proof of possession of the appropriate license.

INFORMATION FOR DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) SURPLUS OR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION (CTAP). If you are currently a DHHS employee who has received a Reduction in Force (RIF) separation notice or a certificate of expected separation, you may be entitled to special priority selection under the DHHS Career Transition Assistance program (CTAP).

1. To receive this priority consideration, you must be a current DHHS career or career-conditional (tenure group I or II) competitive service employee who has received a RIF separation notice or a Certificate of Expected Separation (CES) and, the date of the RIF separation has not passed and you are still on the rolls of DHHS. You must submit a copy of the RIF separation notice or CES along with your application.
2. Be applying for a position that is at or below the grade level of the position from which you are being separated. The position must not have a greater promotion potential than the position from which you are being separated.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
4. Be currently employed by DHHS in the same commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Meet the basic qualifications for the position, any documented selective factor, and physical requirements with any reasonable accommodation and is able to satisfactorily perform the duties of the position without undue interruption.

INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION UNDER THE INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP). If you are a displaced Federal employee you may be entitled to receive special priority selection under the ICTAP. To receive this priority consideration, you must:

1. Be a displaced Federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from OPM or your agency documenting your priority consideration with your application package. The following categories of candidates are considered displaced employees:
 - A. Current or former career or career-conditional (tenure Group I and II) competitive service employees who:
 1. Received a specific RIF separation notice; or
 2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place; or
 3. Retired with a disability and whose disability annuity has been or is beginning terminated; or
 4. Upon receipt of a RIF separation notice retired on the effective date of the RIF and submit a Standard Form 50 that indicates "Retirement in lieu of RIF", or
 5. Retired under the discontinued service retirement option; or
 6. Was separated because he/she declined a transfer of function or directed reassignment to another commuting area.
 - B. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of Title 5 United States Code.
2. Be applying for a position at or below the grade level of the position for which you have been separated. The position must not have a greater promotion potential than the position from which you were separated.
3. Have a current (or last) performance rating record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).
4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.)
6. Be rated well qualified by achieving a score of 80 on a rating scale of 70 to 100 for the position including documented selective factors, quality ranking factors, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

EVALUATION CRITERIA: Evaluation will be made of Experience, Performance Appraisals, Training, Letters of Commendation, Self-Development, Awards and Outside Activities, which are related to this position. To receive full credit for your qualifications, provide a narrative statement, training, awards, hobbies, self-developed achievements, and any other aspects of your background as they relate to the knowledge, skills, and abilities (KSA's) outlined below and show the level of accomplishment and degree of responsibility.

The KSA's in your narrative statement will be the principal basis for determining whether or not you are highly qualified for this position. Describe your qualifications in each of the following:

1. ABILITY TO PERFORM THE TECHNICAL ASPECTS OF THE JOB.
2. SKILL IN INTERPERSONAL RELATIONS.
3. ABILITY TO PLAN, ORGANIZE AND PRIORITIZE WORK.
4. ABILITY TO COLLECT AND ANALYZE DATA AND REACH N CONCLUSIONS.
5. ABILITY TO OPERATE AND UTILIZE COMPUTERS AND SOFTWARE.

HOW & WHERE TO APPLY: All applicants, must submit one of the following to the PHS Indian Hospital, Crownpoint Healthcare Facility, Department of Human Resources, P.O. Box 358, Crownpoint, New Mexico 87313 by 4:30 p.m. on the closing date.

1. OF-612 - Optional Application for Federal Employment; or
 2. SF-171 - Application for Federal Employment; or
 3. Resume; or...
 4. any other written application format;
- PLUS;** copy of your most recent performance appraisal; SF-50 "Notification of Personnel Action" (if current or prior federal employee) and/or transcript of college courses any other necessary documentation pertinent to the position being filled.

For applicants claiming Indian Preference you must submit a copy of an official Bureau of Indian Affairs Indian Preference Certificate, Form 4432, signed by the appropriate BIA Official, must be submitted if the applicant claims Indian Preference, or appropriate BIA form showing 50% of more blood quantum if applicant is not an enrolled member. Navajo Area Indian Health Service employees claiming Indian Preference need not submit the BIA form 4432, but must state that such documentation is contained in their Official Personnel Folder.

Veterans: Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply.

"**Declaration for Federal Employment**" (OF-306) and the **addendum** for Child Care & Indian Child Care Worker positions must be completed and submitted with original signature to determine your suitability for Federal employment, to authorize a background investigation, and to certify the accuracy of all the information in your application. Responding "YES" to any one of these two questions can make you ineligible for employment in this position. If you make a false statement in any part of your application; you may not be hired; you may be fired after you begin work; or you may be fined or jailed.

For more information contact: Victoria J Pablo, HR Specialist, 505/786-6213; E-mail victoria.pablo@ihs.gov.

INFORMATION REQUIRED FOR RESUMES AND OTHER APPLICATION FORMATS: Resumes or other application formats **must contain** all of the information listed below in sufficient detail to enable the Human Resources office to make a determination that you have the required qualifications for the position. SPECIFICALLY, THE INFORMATION PROVIDED UNDER #8 (HIGH SCHOOL), #9 (COLLEGES AND UNIVERSITIES) AND #10 (WORK EXPERIENCE) WILL BE USED TO EVALUATE YOUR QUALIFICATIONS FOR THIS POSITION. FAILURE TO INCLUDE ANY OF THE INFORMATION LISTED BELOW MAY RESULT IN LOSS OF CONSIDERATION FOR THIS POSITION.

1. Announcement Number, Title and Grade of the job for which you are applying;
2. Full Name, Mailing Address (with zip codes) and day and evening phone numbers (with Area Codes);
3. Social Security Number;
4. Country of Citizenship;
5. Veterans Preference (indicate whether you are claiming preference) provide form DD-214, Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligible.
6. Highest federal civilian grade held (give series and dates held)(if applicable);
7. High School - Name, City, State (zip code if known), and date of diploma or GED.
8. Colleges and Universities - Name, City, State (zip code if known), Majors, Type and Year of any Degrees received (if no degree show total semester or quarter hours earned). (attach official transcript);
9. Work Experience (paid and non-paid) - Job title, duties and accomplishments, Employer's Name and Address, Supervisor's name and phone number, starting and ending dates (month/year), hours/week, and salary.
10. Indicate if we may contact your current supervisor;
11. Job-related training courses, skills, certificates, registrations and licenses (current only), honors, awards, special accomplishments.

THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION. NOTE: Persons who submit incomplete applications will be given credit only for the information they provide and may not, therefore, receive full credit for their veteran preference determination, Indian preference, education, training and/or experience.

REASONABLE ACCOMMODATION: This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the Agency. The decisions on granting reasonable accommodation will be on a case-by-case basis.

ADDITIONAL SELECTIONS: Additional or alternate selection may be made within 90 days of the date of the certificate issued if the position becomes vacant or to fill an identical additional position in the same geographical location.

INDIAN PREFERENCE: Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act. In other than the above, the IHS is an Equal Opportunity Employer.

SELECTIVE SERVICE CERTIFICATE: If you are a male born after December 31, 1959, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System.

EQUAL EMPLOYMENT OPPORTUNITY: SELECTION FOR POSITIONS WILL BE BASED ON MERIT WITH NO DISCRIMINATION FOR NON-MERIT REASONS SUCH AS RACE, COLOR, RELIGION, GENDER, SEXUAL ORIENTATION, NATIONAL ORIGIN, POLITICS, MARITAL STATUS, PHYSICAL HANDICAP, AGE OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION. PROMOTION OR APPOINTMENTS WILL NOT BE BASED ON PERSONAL RELATIONSHIP OR OTHER TYPES OF PERSONAL FAVORITISM OR PATRONAGE.

/s/ Victoria J Pablo

01-02-2009

HUMAN RESOURCES CLEARANCE _____ DATE

EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER CP-09-008. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS ARE TO BE DUPLICATED BY THE APPLICANT BEFORE SUBMISSION AS WE DO NOT HONOR REQUESTS FOR COPIES. COMPLETED FORMS WHEN SUBMITTED BECOME THE PROPERTY OF THIS PERSONNEL OFFICE AND WILL NOT BE RETURNED.

SUPPLEMENTAL QUALIFICATION STATEMENT
Health Systems Specialist, GS-671-9

1. ABILITY TO PERFORM THE TECHNICAL ASPECTS OF THE JOB. The person in this position must have knowledge of quality assurance and performance improvement practices, and knowledge of CMS and HIS standards as they relate to quality assurance, infection control, safety, patient care, and confidentiality. What in your background shows you possess this ability?

Who can verify this information? (Please provide telephone numbers)

What was the duration of these activities?

2. SKILL IN INTERPERSONAL RELATIONS. The person in this position should have the skill in being persuasive. The ability to gain the confidence of others, perceptiveness in dealing with others. The ability to exercise tact, diplomacy, and mature judgment in meeting and dealing effectively with a variety of individuals and groups in HHS, other government agencies, and private organizations, both in person and by telephone. What in your background would indicate that you possess this knowledge?

Who can verify this information? (Please provide telephone numbers)

What was the duration of these activities?

3. ABILITY TO PLAN, ORGANIZE AND PRIORITIZE WORK. Ability to plan, organize and prioritize work. This includes the ability to function effectively under pressure of changing conditions and short deadlines and/or handling several tasks at once by effectively planning and organizing the work and properly determining priorities. What in your background would indicate that you possess this ability?

Who can verify this information? (Please provide telephone numbers)

What was the duration of these activities?

4. ABILITY TO COLLECT AND ANALYZE DATA AND REACH N CONCLUSIONS. The person in this position should have the ability to collect and organize factually information and to organize it in a logical manner in order for it to be interpreted and evaluated to arrive at objective, supportable conclusions or recommendations. What in your background would indicate that you possess this knowledge?

Who can verify this information? (Please provide telephone numbers)

What was the duration of these activities?

5. ABILITY TO OPERATE AND UTILIZE COMPUTERS AND SOFTWARE. This is the ability to utilize spreadsheets, database, and display graphics to compile, analyze and display information including documentation. This also includes utilization of various word processing programs, data entry, and complete correspondence reports and other documents, utilize e-mail and the internet for research. What in your background would indicate that you possess this ability?

Who can verify this information? (Please provide telephone numbers)

What was the duration of these activities?

CERTIFICATION

I, CERTIFY that all the statements in the above statements are true, complete and correct to the best of my knowledge and belief and are made in good faith.

Signature of Applicant