



PROMOTION and REASSIGNMENT OPPORTUNITIES

VARO & OPC, Manila, Philippines

ANNOUNCEMENT NO.: [2012-16](#)

POSITION : Patient Relations Assistant
LS-0303-5, Target 6
[1 or more Full-time permanent positions](#)

LOCATION : Outpatient Clinic/ Business Office Division
Regional Office & Outpatient Clinic, Manila

SALARY RANGE : P 307,673 to 517,466 per annum

OPENING DATE : May 30, 2012

CLOSING DATE : June 13, 2012

AREA OF CONSIDERATION : **All Interested Candidates
(Philippine Residents only)**

MAJOR DUTIES AND RESPONSIBILITIES

Provides general information regarding VA medical program and non-medical benefits. Interviews and assists beneficiaries in completion of application form for medical benefits and claims. Adjudicates applications for medical benefits and determines eligibility. Edits electronically eligibility data utilizing assigned options to update information in the DHCP. Schedules clinic visits, outpatient and inpatient treatment, processing of medical examination requests for VA compensation and pension benefits and compilation of statistical data. These processes include multifunctional steps usually performed within established time frames and require accuracy, completeness and consistency. Interprets physician orders and serves as contact between physician and patient for all communication and medical care issues.

QUALIFICATION REQUIREMENTS

To qualify for this position, the external applicant must have at least one year specialized experience. Specialized experience is defined as experience that equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position, and that is typically in or related to the position to be filled. Specialized experience at this level may be substituted with 4 years above the high school level. To qualify for an LS-5, Mission employees must have a minimum of 2 years general experience or 1 year specialized experience equivalent to LS-4. To qualify for an LS-6, Mission employees must have a minimum of 1 year specialized experience

equivalent to LS-5. Mission employees who are applying must have held their current position with at least 90 days from the closing date of the announcement (Circular 25-10-01).

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: *Candidates will be required to address the following KSAs during the selection/interview process:*

(RATING FACTORS ARE USED DURING THE SELECTION PROCESS ONLY!)

Factor 1: Above-average skill in communication, application of interview and counseling techniques.

Factor 2: Knowledge of medical terminologies.

Factor 3: Skill in operating office equipment, typing speed of 45wpm.

Factor 4: Ability to work under pressure with minimal or no supervision.

Factor 5: Ability to adapt and adjust to the various demands of a constantly changing work environment

HOW TO APPLY

Applicants must complete and submit the following documents:

- Covering letter that describes the applicants' eligibility and qualification and knowledge, skills and abilities that the applicants possess.
- An Optional Form (OF) 612 or a resume. If a resume is used, it must contain all information required in the OF-612. Any other documentation (copies of diploma, transcript of records, licenses, copy of awards) that addresses the qualification requirements of the position as listed above.
- VA Form 5-4078, Application for Promotion or Reassignment, indicating the position series and lowest grade level for which you wish to be considered (for VA Manila and Manila Mission employees only);
- VA Form 5-4667b, Supervisory Appraisal of Employee for Promotion **or** a copy of the latest JF-50/EPR - Employee Performance Report (for VA Manila and Mission employees only).
- Applications should be addressed and mailed to U.S. Department of Veterans Affairs Human Resources, Room 3E09 1501 Roxas Boulevard 1302 Pasay City, Philippines or E-mail: HRM.VBAMPI@va.gov (please send as Word/PDF attachment). For more information pertaining to this announcement, please call 550-3970.
- Applications must be received and stamped in by the Human Resource office no later than 4:30 p.m. on the closing date, **June 13, 2012.**

SELECTION PROCESS

When equally qualified, U.S. Veterans will be given preference. Therefore, it is Essential that the candidate addresses the required qualifications above in the application. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. U.S. citizen applicants must attach a copy of their Alien Certificate of Registration, Immigrant Certificate of Residence or a Certificate of recognition as a dual citizen to be considered eligible for the position.

EQUAL EMPLOYMENT OPPORTUNITY

The Department of Veterans Affairs is an equal opportunity employer. Actions to fill this position will not be based on discriminatory factors that are prohibited by law. Selection will be made without regard to race, color, religion, sex, national origin, political affiliation, marital status, physical handicap, age, membership or non-membership in an employing organization, personal favoritism or other non-merit factors.

/s/
JON SKELLY
Director