PROMOTION and REASSIGNMENT OPPORTUNITIES

VARO & OPC, Manila, Philippines

ANNOUNCEMENT NO.: 2014-18

POSITION	:	Patient Relations Assistant* LS-0303-5, Target 6 (1 or more permanent positions) ***This position is budgeted under the Local Compensation Plan**
LOCATION	:	Outpatient Clinic (Business Office Division) US Department of Veterans Affairs Manila Regional Office & Outpatient Clinic
SALARY RANGE	:	P 307,673 to 517,466 per annum
OPENING DATE	:	June 2, 2014
CLOSING DATE	:	extended until June 20, 2014
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.

Phase I: answering telephones, determining eligibility, the checking in of Veterans for their appointments, updating the Veterans demographics, and scheduling appointments as part of the process.

Phase II: coordination and transition of work with Medical Administrative Program Specialists to include but limited to coordinating Letters of Authority for fee basis consults, contracting oversight, invoices/bills, medical abstracts and follow-up.

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, applicant must have a minimum of 2 years general experience or 1 year specialized experience equivalent to LS-4. To qualify for an LS- 6, applicant 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 submit the following documents:

- Covering letter that describes the applicants' eligibility and qualification and knowledge, skills and abilities that the applicants possess.
- Resume with complete experience and education details. Any other documentation (copies of diploma, transcript of records, licenses, copy of trainings, awards etc.) 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).
- Nepotism Form.
- Applications should be submitted electronically only **(via e-mail)** to vamanilahrm@va.gov (please send as Word/PDF attachment). For more information pertaining to this announcement, please call 550-3970. Applications

must be received by the Human Resource Office no later than 4:00 p.m. on the closing date **June 20, 2014**.

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.

Rimaann O. Nelson

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DN: c=US, o=U.S. Government, ou=Department of Veterans Affairs, ou=Internal Staff, 0.9.2342.19200300.100.1.1=rima.nelson@va.gov, cn=Rimaann O. Nelson
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RIMAANN O. NELSON
Director