



**U.S. Department of Veterans Affairs
Manila Regional Office and Outpatient Clinic**

VACANCY ANNOUNCEMENT

Vacancy Announcement no.: [2017-03](#)

POSITION : Advanced Medical Support Assistant (AMSA)
LS-0679-5, Target 6
(One or More Full-time permanent position)
***This position is budgeted under the
Local Compensation Plan**

LOCATION : Administrative Operations
U.S. Department of Veterans Affairs
Manila Regional Office & Outpatient Clinic

WORK HOURS : Standard 5 day, 8 hour,
full time (40 hours/week) schedule;
Monday – Friday, 7:30am – 4:30pm

SALARY RANGE : P371,626 to P566,062 per year

OPENING DATE : October 14, 2016

CLOSING DATE : October 28, 2016

OPEN TO : All Interested Candidates
(Philippine Residents Only)

OUR MISSION: To fulfill President Lincoln’s promise – “To care for him who shall have borne the battle, and for his widow, and his orphan” – by serving and honoring the men and women who are America’s Veterans. How would you like to become a part of a team providing compassionate care to Veterans?

MAJOR DUTIES AND RESPONSIBILITIES

The Advanced Medical Support Assistant (AMSA) is responsible for the clerical functions of patient care in order to promote timely and efficient patient care. Particularly, the AMSA performs the following duties and responsibilities:

- The Advance Medical Support Assistant (AMSA) directs patient flow through the clinic, from checking in through checking out. The AMSA actively participates as

a member of the healthcare team. After completion of the appropriate competencies, the AMSA performs the following:

- Checks in and check out patients
- Serves as the initial contact for patients seeking medical care
- Receives and directs patients and visitors and responds to routine inquiries
- Receives and processes all telephone calls for the team
- Completes and reviews patient Documentation in CPRS and processes orders within scope
- Place recall reminder information into system based on the identified care plan to include f/u labs/consults
- Follow-up and/or refer medication refill
- Document patient no shows
- Make appointments; assist with identifying high utilization patients for team review for care management.
- Schedule patients into phone clinics per huddle/provider
- Huddle daily with team to follow-up orders, diagnostics results still outstanding required by the patient that day.
- Review list of consults pending for team to ensure care requested is processed timely.
- Supports patient-driven care in a safe, efficient and cost-effective manner.
- Supports team and performs clerical duties (faxing, scanning, mail, appointment management/scheduling)
- Handles appointment requests and appointment changes/cancellations .
- Uses scheduling menus to schedule appointments and generate appointment reminder letters for patients.
- Performs a wide variety of administrative and technical activities to include but not limited to processing payments to reimburse Veterans and medical facilities.
- Collects records to determine patient's eligibility/entitlement to medical care and uses appropriate data management and record keeping skills and techniques
- Assures that patient's demographic information is accurate.

QUALIFICATION REQUIREMENTS

To qualify for the Advance Medical Support Assistant (AMSA) position, applicants must address required qualifications listed below:

LS -05 level:

- Applicants must have at least one (1) year (52 consecutive weeks) time-in grade at the LS-3 level or higher.
- Must have two (2) years of general experience or one (1) year of specialized experience equivalent to at least the next lower grade (LS-3); OR
- Four (4) years of education above high school; OR
- Equivalent combination of experience and education.

General experience is one (1) year of progressively responsible clerical, office or other work that indicates the ability to acquire the particular knowledge and skills needed to perform the duties of this position.

Specialized experience is 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 work of the position to be filled. It includes but not limited to clerical or office work; scheduling appointments, interpreting and verifying provider orders, verifying and updating demographics and performing basic eligibility.

NOTE: Voluntary Downgrading is applicable in applying for this position, kindly refer to the LES Handbook, May 2012 Section V.4 Page 34.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA): (Required)

Candidates are required to submit a narrative response describing personal experience outlined in the knowledge, skills, and ability factors listed below. You will be rated on the following factors based on your application package and narrative response. In describing experience, please be clear and specific. We will not make assumptions regarding your experience.

- Factor 1. Ability to meet, communicate and interact with individuals from varying backgrounds and other health care team members in a courteous and helpful manner in order to complete job assignments.
- Factor 2. Ability to operate computerized programs and databases in order to enter, modify and retrieve sensitive information/data into or from electronic medical records, scheduling systems and/or reports.
- Factor 3. Knowledge of basic medical terminology.
- Factor 4. Ability to work independently in the accomplishment of a wide variety of duties, including setting priorities and coordinating work.
- Factor 5. Ability to communicate effectively and professionally, both orally and in writing, with employees at varying grade levels.
- Factor 6. Ability to identify customer's concerns, perform the tasks required to resolve the issue accurately and timely, and follow-up as necessary to ensure a satisfactory resolution.

HOW TO APPLY

Applicants must complete and submit the following documents:

- Cover letter describing the applicant's eligibility, qualifications, knowledge, skills and abilities the applicant possesses.
- [DS-174](#) Application for Employment as a Locally Employed Staff
- Resume with clear and specific 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.
- Candidates are required to submit a narrative statement with specific responses to the Knowledge, Skills, and Abilities (KSA).
- [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 (via e-mail) only to vamanilahrm@va.gov (please send as Word/PDF attachment). For more information pertaining to this announcement, please call 550-3970/ 550-3901. Applications must be received by the VA Human Resource Office no later than 4:00 p.m. on the closing date, **October 28, 2016**.

SELECTION PROCESS

After the vacancy announcement closes, basic qualifications are determined and a referral certificate is issued. If you are referred for consideration, you may be asked to submit additional job related information, which may include, but not limited to; completion of a work sample, and/or contact for an interview. Regardless, you will be notified via e-mail (or hard-copy letter) when a selection has been made for this position.

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.

NOTE: Due to the high volume of applications received, we will only contact applicants who are being considered. Thank you for your understanding.

ADDITIONAL SELECTION CRITERIA:

1. Management may consider any of the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR/LES employees serving a probationary period are not eligible to apply. Current OR/LES employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.

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.

Nepotism

Employees of the U.S. Department of Veterans Affairs Regional Office and Outpatient Clinic, Manila, Philippines (MRO&OPC) must fully disclose any familial or close personal relationships¹(friends or acquaintance/friends of friends) existing between themselves and any current employees of this office upon request. Failure to disclose this information may disqualify you from consideration for a position for which you are applying, or disciplinary action up to and including termination of employment should it be later determined this information was not disclosed as required.

I hereby certify I do / do not have any familial or close personal relationship with any current employee(s) of the MRO&OPC.

(Applicant's Signature)

(Date)

If you answered in the affirmative, please identify all such individuals and their relationship to you on a separate sheet, certified by your signature.

¹

A close personal relationship is one that may compromise your ability to perform your assigned duties in an unbiased manner or otherwise create a potential conflict of interest in the performance of your duties.

Department of Veterans Affairs
Regional Office & Outpatient Clinic
Manila, Philippines

(Attachment A)

(Name) **(Section/Division)** **(Relationship)**

(Name) **(Section/Division)** **(Relationship)**

(Name) **(Section/Division)** **(Relationship)**

(Applicant's Signature)

(Date)