

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
IHS Southwest Regional HR Office
Phoenix Service Unit, Phoenix Indian Medical Center Servicing Office
1616 E. Indian School Rd., Suite 360 E
Phoenix, AZ 85016

Preference in filling vacancies is given to qualified Native American Indian Candidates or Alaska Natives in accordance with the INDIAN PREFERENCE ACT, TITLE 25, US CODE, SECTION 472 & 473. In order than the above, the Indian Health Service is an Equal Opportunity Employer.

ANNOUNCEMENT NUMBER: SWR-08-0435-1	OPENING DATE: 09/09/2008	CLOSING DATE: 09/29/2008
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Amendment: Area of Consideration amended from Phoenix Commuting Area; Travel expenses amended from Expenses will not be paid; and the closing date amended from 9/15/2008.

POSITION TITLE/SERIES/GRADE: Health System Administrator GS-670-14
(Organizational Title: Associate Director, Patient Financial Services)

STARTING SALARY: GS-14: \$93,046 - \$120,959 per annum

PROMOTION POTENTIAL: None, beyond GS-14

SUPERVISORY/MANAGERIAL: Yes, may be subject to a 1-year supervisory probationary period.

RELOCATION EXPENSES: Expenses may be paid in accordance with Federal Travel Regulations

HOUSING: Private Housing Only.

APPOINTMENT/WORK SCHEDULE: One Permanent Full-Time

AREA OF CONSIDERATION: HHS-Wide

DUTY LOCATIONS: Phoenix Service Unit, Phoenix Indian Medical Center, Office of the Chief Executive Officer, Patient Financial Services, Phoenix, AZ

JOB DESCRIPTION: The incumbent of this position serves as the Associate Director, Patient Financial Services and supervises departments that provide a variety of Patient Financial Services to the Phoenix Indian Medical Center. The composition of function includes: Contract Health Services, Patient Business, Managed Care, Case Management and Health Records. The incumbent serves in an expert capacity on healthcare collection and billing practices including knowledge of applicable computer systems, financial and statistical analysis that support healthcare finance and revenue cycle. Performs other duties as assigned.

WHO MAY APPLY: Merit Promotion and Excepted Service Eligible Candidates. U.S. citizenship is required.

- Excepted Service Examining Plan Candidates (ESEP) – Individuals entitled to Indian Preference who wish to be considered for excepted appointment in IHS, under authority of 5 CFR, Part 213, Schedule A 213.3116(B)(8).
- Merit Promotion Plan Candidates (MPP) – Current permanent competitive Federal status employees, reinstatement eligible, and current IHS Indian Preference individuals and/or individuals who are eligible for excepted appointment in IHS under some other authority (e.g., handicapped authority, etc).
- PHS Commissioned Corps Officers – Current active or inactive Commissioned Officers may apply.
- Veteran's Preference - Preference eligible veterans who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply.
- Applications will be accepted from individuals eligible for non-competitive appointment (e.g., applicants eligible for appointment under the Veterans Readjustment Act, the severely handicapped, those with a 30% or more compensable service-connected disability). Veterans who are preference eligible or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply.

Indian Preference applicants must indicate on their applications whether they are applying under the MPP, ESEP, or both. If not indicated, they will be considered under the MPP.

Qualified disabled applicants (Rehabilitation Act of 1973) and disabled veterans with 30% or more disability are encouraged to apply. Reasonable accommodations will be made for qualified applicants with disabilities, except when doing so would impose undue hardship on the Indian Health Service.

CONDITIONS OF EMPLOYMENT:

1. Selectee(s) are required to be immunized against Measles and Rubella and provide documentation prior to or at the time of their start date. Special consideration may be allowed to individuals who are allergic to a component of the vaccine or are currently pregnant. Selectee must have documented immunity to Rubella and Measles.
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2. Selectee(s) are required to complete Security questionnaire and fingerprint chart for investigative purposes under PL 101-630 Indian Child Protection and Family Violence Prevention Act. Persons, who have been arrested for or charged with a crime involving a child, or violent crime against a person, are not eligible for employment with IHS under PL 101-630.
3. Selectee(s) are required to complete a "Declaration of Federal Employment – Optional Form 306" to determine your suitability for Federal Employment, and to certify the accuracy of all the information in your application. Persons making false statements in any part of the application may not be hired; or fired after employment starts; or may be fined.
4. Males born after December 31, 1959 are required to be registered with the Selective Service System in order to be eligible for employment with the Federal Government.
5. Selectee(s) are required to have a viable bank account at a financial institution for electronic direct deposit of salary payment.
6. Some service units operate under extended service hours 7 days per week.
7. The incumbent may be required to travel and must possess a valid driver's license.
8. Selectee may require access to the Unified Financial Management System (UFMS) and will require Level V or Level VI Background/Security clearance.

QUALIFICATION REQUIREMENTS: Applicants must be able to perform the tasks of the position. Rating will be based on the following elements:

GRADE	SPECIALIZED EXPERIENCE
GS-14	1 year equivalent to at least next lower grade level, GS-13.

Specialized Experience: 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. To be creditable, specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization. Additionally, specialized experience must reflect progressively responsible analytical or administrative, or clinical management or supervisory experience in the health care field. This work may have been performed in an 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.

Applicants must also possess:

- Management ability to delegate authority, evaluate and oversee people and programs, recognize and adapt to changing priorities; and
- Knowledge of the interrelationships and interdependencies among various medical and administrative services and programs.

Examples of Specialized Experience: Work experience that demonstrates responsibility for overseeing and managing patient financial services with full line authority for components that support healthcare financial management including: Contract Health Services, Patient Business, Managed Care, Case Management and Health Records. Additionally, the candidate must demonstrate experience serving in an expert capacity on healthcare collection and billing practices including knowledge of applicable computer systems, financial and statistical analysis that support healthcare finance and revenue cycle. Lastly, experience developing and implementing strategic plans for a healthcare delivery system that reflect current third party reimbursement policies and Medicare/Medicaid regulations that enhance revenue cycle and ensure internal compliance.

Selective Placement Factor: Not applicable

Your description of work experience, level of responsibility, and accomplishments will be used to determine that you meet specialized experience requirements.

SUPERVISORY AND MANAGERIAL ABILITIES: Candidates must have demonstrated in their work the experience or training that they possess or have potential to develop supervisory competencies.

10 COMPETENCIES MOST IMPORTANT FOR SUPERVISORY WORK - The following ten (10) competencies reflect those considered as most important for successful performance of Federal supervisory work. Candidates should possess proficiency or the potential to develop proficiency in these competencies prior to entry into a supervisory position. Additional information may be referenced at <http://www.opm.gov/qualifications/SEC-IV/A/GS-SUPV.HTM>

ACCOUNTABILITY; CUSTOMER SERVICE; DECISIVENESS; FLEXIBILITY; INTEGRITY/HONESTY; INTERPERSONAL SKILLS; ORAL COMMUNICATION; PROBLEM SOLVING; RESILIENCE; AND WRITTEN COMMUNICATION

TIME IN GRADE: Candidates must have completed at least one year of service in a position no more than one grade lower than the position to be filled. (If selected under the Excepted Service Examining Plan, such individuals may be appointed under Schedule A authority without regard to Time-In-Grade requirements.)

LEGAL AND REGULATORY REQUIREMENTS: Candidates must meet time-after competitive appointment, time-in-grade, and qualification requirements within 30 calendar days after the closing date of this announcement.

METHODS OF EVALUATION: Applicants who meet the basic qualification requirements described above will be further evaluated by determining the extent to which their work or related experience, education, training, awards, outside activities, and performance appraisals, etc., indicate they possess the Knowledge, Skills, and Abilities (KSA), described below. In responding to KSAs, all applicants should provide clear, concise examples that show level of accomplishment or degree to which they possess the KSA(s). The information provided will be used to determine the Best Qualified candidates.

SUPPLEMENTAL QUESTIONS on KNOWLEDGE, SKILLS, AND ABILITIES (KSA): On a separate sheet of paper, discuss how you performed (or have potential to develop) the particular knowledge, skill, or abilities listed below. (Failure to submit written responses as part of your application may result in an ineligible rating.)

1. Ability to oversee and manage patient financial services with full line authority for components that support healthcare financial management including: Contract Health Services, Patient Business, Managed Care, Case Management and Health Records.
2. Ability to serve as an expert on healthcare collection and billing practices including knowledge of applicable computer systems, financial and statistical analysis that support healthcare finance and revenue cycle.
3. Ability to coordinate, control and balance administrative and clinical programs, functions, and resources for a health care delivery system as a member of the organization's top management team.
4. Ability to develop and implement both long and short-term policies and plans for a healthcare delivery system that reflect current third party reimbursement policies and Medicare/Medicaid regulations that enhance revenue cycle and ensure internal compliance.
5. Ability to provide management advisory services regarding healthcare financial management which includes in-depth knowledge of organizational structure, workflow, and operating procedures.
6. Ability to work effectively with a wide range of customers in a diverse environment with minimum supervision.

HOW TO APPLY/REQUIRED FORMS (Incomplete applications will not be considered):

1. Applicants may use one of the following to apply: (1) OF-612 Optional Application for Federal Employment, **or** (2) Resume (see requirements in **Attachment A**).
2. If claiming Indian Preference, BIA 4432 "Verification of Indian Preference for Employment in BIA and IHS".
3. If claiming Veteran's Preference, copy of DD-214 Form, and SF-15 if claiming 10 point Veteran's Preference.
4. Copy of latest Personnel Action (SF-50), if a current or former employee, and/or if requesting Reinstatement Eligibility.
5. Copy of the most recent performance appraisal, if a current Federal employee.
6. Copies of college transcripts. Education will not be given credit without them. To claim credit or if you are substituting education for experience, you are required to provide evidence of the education by providing a copy of your official transcripts. No credit will be given without your transcripts.
7. Copy of current unrestricted Medical License, if applicable.
8. If applicable, written responses to the Selective Placement Factor (SPF). In order to be considered you are required to provide a written narrative for each SPF. See contents of Vacancy Announcement.
9. Addendum to Declaration for Federal Employment (OF 306) form (Child Care & Indian Child Care Worker Positions - PL 101-630 Questionnaire - **form attached**).
10. Completed Selective Service Registration Form (**form attached**).
11. Written Responses to the Knowledge, Skills, and Abilities (KSA) - (**OPTIONAL** ~ failure to submit may result in an ineligible rating or substantially lower score).
12. Identify typing proficiency, if applicable. See contents of Vacancy Announcement.
13. Commissioned Corps Officer: (1) Curriculum Vitae, (2) Medical License, (3) Addendum to Declaration for Federal Employment (OF 306) form (Child Care & Indian Child Care Worker Positions - PL 101-630 Questionnaire - **form attached**), (4) Latest COER, (5) Current Billet Description, and (6) BIA FORM 4432, if claiming Indian Preference.

Application and required forms must be identified by this announcement number and submitted to the address below:

**ATTN: SWR-08-0435-1
Office of Human Resources
Phoenix Indian Medical Center
1616 E. Indian School Rd., Suite 360E
Phoenix, AZ 85016**

Phone: (602) 248-4180

Fax: (602) 248-4182

Facsimile is acceptable – this office is not responsible for incomplete transmissions. All submitted materials are subject to retention by this office. You should duplicate and retain copies, since requests for copies will not be honored. Additional information regarding Federal job opening can be obtained at www.opm.gov, or at USAJOBS www.usajobs.opm.gov or check the IHS Website at www.ihs.gov. All documents are subject to the provision of the Privacy Act (PL 93-579) and become the property of Department of Health and Human Services (DHHS).

Additional selections of candidates may be possible within 90 days from the date the certificate of eligible candidates is issued for this announcement, for filing additional or similar positions.

Human Resource Specialist: (Call 602-248-4180 to contact a Human Resources Specialist.)

Date: 9/12/2008

ATTACHMENT A

Resume Requirements - Your resume or other application format must contain the following information to allow for qualification determination.

- Identify your application/resume by the announcement number, title and grade(s)
- Full Name (first, middle, last ~ include other names used, i.e., maiden name)
- Mailing Address
- Phone Number where you can be reached
- Email Address (if applicable)
- Social Security Number
- Country of citizenship
- Education: list high school and colleges attended, type of degree (list major) received, date of degrees conferred, and city and state of school.
- Work Experience: (include non-paid work as well as paid)
 - Job Title (if Federal employment, indicate series and grade)
 - Duties and Accomplishments
 - Employer's name and Address
 - Employer's name and phone number
 - Starting and ending dates of employment (month/year)
 - Hours of work per week
 - Salary
 - Indicate if you do not want us to contact your current supervisor (if not specified, it will be assumed that we may do so)
- List job related training (title, year obtained, hours of training)
- Honors or awards received
- License or certificates obtained (submit with application)
- Special accomplishments (i.e., publications, memberships, leadership and community recognition, etc).

Indicate if you do not want your current supervisor contacted for reference purposes.

ATTACHMENT B

1. You may be eligible for special selection priority consideration under the Career Transition Assistant Program (CTAP) if you are a current career or career-conditional (tenure group I or II) employee of the DHHS Agency at the GS-15 grade level or below or equivalent, and who has received a specific RIF separation notice or a Certificate of Expected Separation indication your job is surplus, or notice of removal for declining a directed reassignment or transfer of function outside the local commuting area. To qualify for special selection priority consideration under CTAP you MUST also meet the criteria shown in paragraph 3 below.
2. You may be eligible for special selection priority consideration under the Interagency Career Transition Assistance Program (ICTAP) if you are a current or former career-conditional (tenure group I or II) employee of any agency in the competitive service at the GS-15 grade level or below or equivalent, who has received a specific RIF separation notice or a notice of proposed removal for declining a directed reassignment or transfer of function outside the local commuting area. You may also be eligible if you were separated because of a compensable injury and your compensation has been terminated; or you retired with a disability and your disability annuity has been or is being terminated; or you were in receipt of a RIF separation notice and retired on the effective date of the RIF or under discontinued service; or you are a former Military Reserve Technician or National Guard Technician who is receiving a special disability retirement annuity from OPM. To qualify for special selection priority consideration under ICTAP you MUST also meet the criteria shown in paragraph 3 below.
3. To qualify for special selection priority consideration under CTAP or ICTAP for this vacancy, you MUST also meet ALL of the following:
 - (a) Have a current or last performance rating of record of at least fully successful or equivalent. A copy MUST be submitted with your application package. (Note: this requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).
 - (b) Be applying for a position at or below the grade level from which you will be, or have been separated, and which does not have a greater promotion potential than the position from which you will be, or have been separated.
 - (c) Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
 - (d) File your application by the vacancy announcement closing date and meet all the applicable criteria. Your application MUST include ALL documents that support your claim of eligibility for priority consideration – RIF separation notice, or notice of proposed removal for declining a directed reassignment or transfer of function to another commuting area; SF-50 Notification of Personnel Action, showing that they were separated as a result of RIF, or declining a transfer of function or directed reassignment to another area; official certification from an agency stating that it cannot place an individual whose injury compensation has been or is being terminated; or official notification from the Military Department or National Guard Bureau that the employee has retired under 5 USC 8337(h) Or 8456.
 - (e) Be rated “well qualified” for this position. A numerical rating of 85 is considered to be well qualified for this position.

APPLICANT'S STATEMENT OF SELECTIVE SERVICE REGISTRATION STATUS

If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law {5 U.S.C. 3328} requires that you must be registered with the Selective Service law, unless you meet certain exemptions under Selective Service law. If you are required to register but knowingly and willfully fail to do so, you are ineligible for employment by executive agencies of the Federal Government.

CERTIFICATION OF REGISTRATION STATUS

Check one:

- I certify I am registered with the Selective Service System.
- I certify I have been determined by the Selective Service to be exempt from the registration provisions of Selective Service law.
- I certify I have not registered with the Selective Service System.
- I certify I have not reached my 18th birthday and understand I am required by law to register at that time.

NON-REGISTRANTS UNDER AGE 26

If you are under age 26 and have not registered as required, you should register promptly at a United States Post Office or consular office if you are outside the United States.

NON-REGISTRANTS AGE 26 OR OVER

If you were born in 1960 or later, are 26 years of age or older, and were required to register but did not do so, you can no longer register under Selective Service law. According, you are not eligible for appointment to an executive agency unless you can prove to the Office of Personnel Management (OPM) that your failure to register was neither knowing nor willful. You may request an OPM decision through the agency that was considering you for employment by returning this statement with your written request for an OPM determination together with an explanation and documentation you wish to furnish to prove that your failure to register was neither knowing nor willful.

PRIVACY ACT STATEMENT

Because information on your registration status is essential for determining whether you are in compliance with 5 U.S.C. 3328, failure to provide the information requested by this statement will prevent any further consideration of your application for appointment. This information is subject to verification with the Selective Service System and may be furnished to other Federal agencies for law enforcement or other authorized use in implementing this law.

FALSE STATEMENT NOTIFICATION

A false statement may be grounds for not hiring you, or for firing you if you have already begun work. Also, you may be punished by fine or imprisonment (Section 1001 of title 18, United States Code).

Legal signature of individual {please use ink}

Date signed {please use ink}

Addendum to Declaration for Federal Employment (OF 306)
Indian Health Service
Child Care & Indian Child Care Worker Positions

Item 15a. Agency Specific Questions

Name: _____ Social Security Number: _____
(Please print)

Job Title of Announcement: Health System Administrator Announcement Number: SWR-08-0435-1

Section 231 of the Crime Control Act of 1990, Public Law 101-647, requires that employment applications for Federal Child care positions contain a question asking whether the individual has ever been arrested for or charged with a crime involving a child and for the disposition of the arrest or charge.

Section 408 of the Miscellaneous Indian Legislation, Public Law 101-630, requires a criminal record check for positions in the Department of Health and Human Services that involve regular contact with or control over Indian Children. The agency must ensure that persons hired for these positions have not been found guilty of or pleaded nolo contendere to violent crimes.

To assure compliance with the above laws, the following questions are added to the Declaration for Federal Employment.

1) Have you ever been arrested for or charged with a crime involving a child? YES _____ NO _____

[If YES, provide date, explanation of the violation, disposition of the arrest or charge, place of occurrence, and the name and address of the police department or current court involved.]

2) Have you ever been found guilty of, or entered in a plea of nolo contendere (no contest) or guilty to, any felonious or misdemeanor offense under Federal, State, or Tribal law involving crimes of violence, sexual assault, molestation, contact or prostitution, or crimes against persons? YES _____ NO _____

[If YES, provide date, explanation of the violence, description of the arrest or charge, place of occurrence, and the name and address of the police department or court involved.]

I certify that (1) my response to these questions is made under penalty of perjury, which is punishable by fines of up to \$2,000 or 5 years imprisonment, or both; and (2) I have received notice that a criminal check will be conducted. I understand my right to obtain a copy of any criminal history report made available to the Indian Health Service and my right to challenge the accuracy and completeness of any information contained in the report.

Applicant's Signature (sign in ink)

Date

Public Burden Statement: In accordance with Paperwork Reduction Act (5 CFR 1320.8 (b)(3), a Federal agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Respondents must be informed (on the reporting instrument, in instructions, or in a cover letter) the reasons for which the information will be collected; the way the information will be used to further the proper performance of the functions of the agency; whether responses to the collection of the information are voluntary, required to obtain a benefit (citing authority), or mandatory (citing authority); and the nature and extent of confidentiality to be provided, if any (citing authority). Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the necessary data, and completing and reviewing the collection information. Send comments regarding the burden estimate or any other aspect of this collection of information to the IHS PRA Information Collection Clearance Staff, 12300 Twinbrook Parkway, Suite 450, Rockville, MD 20852. *Please do not send completed data collection instruments to this address.*

FORM APPROVED: O.M.B. NO. 0917-0028

Expires 02/28/2009