



Veterans Health Administration

Job Title: Health Technician (Tele-Health)
Department: Department Of Veterans Affairs
Agency: Veterans Affairs, Veterans Health Administration
Job Announcement Number: MPA 2011-561808JS

SALARY RANGE: \$31,315.00 to \$45,376.00 / Per Year
OPEN PERIOD: Friday, November 18, 2011 to Friday, December 09, 2011
SERIES & GRADE: GS-0640-05/06
POSITION INFORMATION: Full Time - Permanent
PROMOTION POTENTIAL:

6

DUTY LOCATIONS: 2 vacancy(s) - Columbia, MO United States
WHO MAY BE CONSIDERED: Status Candidates (Merit Promotion and VEOA Eligibles)

JOB SUMMARY:

Vacancy Identification Number (VIN): 561808 (Please include on all documents)

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.

YOU CAN MAKE A DIFFERENCE

Special Employment Consideration: Individuals eligible for the following appointments are encouraged to apply: 5 CFR 213.3102 "u", Schedule A, [Appointment of persons with disabilities](#) ; mental retardation, severe physical disabilities, or psychiatric disabilities; and [Disabled veterans with a compensable service-connected disability of 30% or more.](#)

KEY REQUIREMENTS

- You must be a US citizen to apply for this job
- Subject to a background/suitability investigation.
- Designated and/or random drug testing may be required.

DUTIES:

Telehealth expands healthcare by utilizing innovative telecommunication technologies to enhance care coordination, access to care, and to routinely and pro actively manage diseases to prevent healthcare crises. In this position the Health Technician-Telehealth will serve in a generalist role to support and manage telehealth clinical encounters from the patient and provider location as the site Telepresenter, imager for telehealth store and forward applications, clinic manager for real time telehealth events, including patient education activities, provision of equipment for the Home Telehealth Program, technical and scheduling activities, and other program support duties as assigned.

Major duties and responsibilities include:

- Performing tele-retinal screening, tele-dermatology, tele-wound care imaging and other telehealth programming as technology becomes available;
- Providing patient education regarding the imaging process;
- Generating a consult and appropriately appointing the patients;
- Assisting care managers with patient's clinical reminders;
- Initiating follow-up based upon findings;
- Completing training programs for imagers;
- Providing administrative support for program;
- Installing, maintaining, inventorying and training staff on all video-conferencing technologies;
- Preparing equipment in patient exam rooms;
- Coordinating and consolidating the telehealth schedule to assist in multiple appointments of patients using VA telehealth equipment/technologies;
- Screening patients and determines the cognitive, physical, emotional and chronological development;
- Facilitating the interaction between staff, patient as the tele-presenter;
- Receiving telephone calls and visitors;
- Gathering and compiling statistics for necessary reports; and
- Performing other related duties as assigned.

WORK SCHEDULE: Monday through Friday, 8:00 a.m. to 4:30 p.m.

RELOCATION EXPENSES AND/OR INCENTIVES ARE NOT AUTHORIZED

QUALIFICATIONS REQUIRED:

Time-in-Grade Restriction - Applicants who are current Federal employees and have held a GS grade any time in the past 52 weeks must also meet time-in-grade requirements. The grade may have been in any occupation but must have been held in the Federal service.

GS-05: One year of Specialized Experience that equipped you with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of a Health Technician, and that is typically in or related to the position? To be creditable, specialized experience must have been equivalent to at least GS-04 grade level. Examples of Specialized experience are: Knowledge of basic methods and procedures of a medical facility and complex methods and procedures for coordinating and scheduling clinical care via telehealth due to the patient and provider not being located in the same place; expert knowledge of telehealth technologies and how to troubleshoot technical issues; knowledge of medical/specialized terminology; and experience with computers and word processing software such as MS Word, MS Excel, MS Outlook, MS Powerpoint, and medical center computer systems.

OR

Successfully completed a 4-year course of study above the high school level leading to a bachelor's degree, with major study or at least 24 semester hours in subjects directly related to the position? This education must have been obtained in an accredited community college, junior college, or college or university. (TRANSCRIPTS REQUIRED)

OR

Combination of above that may be used to meet total experience requirements? (TRANSCRIPTS REQUIRED)

GS-06: One full year of specialized experience equivalent to at least the GS-05 level which must be close to the work of this job and has required the application of knowledge, methods and techniques to successfully perform the duties of a Health Technician - Telehealth? Specialized experience includes but is not limited to performing vitals on patients, performing patient screening to determine cognitive, physical, emotional and chronological development; exercising judgment to perceive patient's needs and evaluating needs; providing education, orientation, and training to patient's, caregivers, and staff; providing direct customer service to include equipment education; programming and setting up and adjusting accessory medical equipment such as telehealth imaging equipment, tele-retinal imaging equipment, teledermatology imaging equipment and telewound care equipment; observing patients and reporting changes, and performing clerical duties. Any specialized work related to telehealth or any telehealth modalities that would be beneficial to consideration of this position. A full year of work is considered to be 35-40 hours of work per week. Part-time experience will be credited on the basis of time actually spent in appropriate activities.

GS-6 Candidates must have completed 52 weeks in a position no lower than GS-5. (This applies to advancement to a General Schedule position in the competitive service by any individual who within the previous 52 weeks held a General Schedule position under non-temporary appointment in the competitive or excepted service). NOTE: You must indicate on your application the time period that you meet these time-in-grade requirements. For example, state I was employed as a GS- or higher in a permanent position for the period (list the period using month-day-year to month-day-year). If you fail to provide this information, this office cannot verify that you meet the time in grade requirements and you may be found ineligible for this position.

You will be rated on the following Knowledge, Skills, Abilities and Other characteristics (KSAOs) as part of the assessment questionnaire for this position:

- ABILITY TO SCREEN PATIENTS
- ABILITY TO SUPPORT MULTIPLE DISCIPLINES
- ABILITY TO PROVIDE ADMINISTRATIVE SUPPORT
- ABILITY TO PERFORM THE FUNCTIONS OF A TELEPRESENTER

- ABILITY TO PERFORM FUNCTIONS OF AN IMAGER
- ABILITY TO COMMUNICATE

For more information on these qualification standards, please visit the United States Office of Personnel Management's website at <http://www.opm.gov/qualifications> .

IN DESCRIBING YOUR EXPERIENCE, PLEASE BE CLEAR AND SPECIFIC. WE MAY NOT MAKE ASSUMPTIONS REGARDING YOUR EXPERIENCE. If your resume does not support your questionnaire answers, we will not allow credit for your response(s).

APPLICANTS PLEASE NOTE: Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.) Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education. Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html> All education claimed by applicants will be verified by the appointing agency accordingly. *** If you are using foreign education to meet qualification requirements, you must send a Certificate of Foreign Equivalency with your transcript in order to receive credit for that education. ***

Veterans Preference: When applying for Federal Jobs, eligible Veterans should claim preference on their application or résumé. Applicants claiming preference based on service-connected disability, or based on being the spouse or mother of a disabled or deceased Veteran, must complete an SF 15, Application for 10-Point Veteran Preference. Veterans who are still in the service may be granted tentative preference on the basis of information contained in their applications, but they must produce a DD Form 214 or other proof prior to appointment to document entitlement to preference. For more information on Veterans' Preference, please visit <http://www.fedshirevets.gov/job/veterans.aspx>.

HOW YOU WILL BE EVALUATED:

Your application will be reviewed to determine your qualifications. Please be sure your resume and supporting documentation clearly reflect your expertise related to the Knowledge, Skills and Abilities associated with this position.

BENEFITS:

Working for the Department of Veterans Affairs offers a comprehensive benefits package that includes, in part, paid vacation, sick leave, holidays, life insurance, health benefits, and participation in the Federal Employees Retirement System. In addition to traditional "dollars and cents" benefits, we offer a range of benefits to help balance work and life. For more information please visit us at http://www4.va.gov/JOBS/Job_Benefits/benefits.asp .

OTHER INFORMATION:

The **Interagency Career Transition Assistance Plan (ICTAP) and Career Transition Assistance Plan (CTAP)** provide eligible displaced Federal competitive service employees with selection priority over other candidates for competitive service vacancies. To be qualified you must submit appropriate documentation and be found well-qualified (have a final rating of 90 or more before any Veterans preference points) for this vacancy. Information about ICTAP and CTAP eligibility is on OPM's Career Transition Resources website at <http://www.opm.gov/ctap/index.asp> .

Receiving Service Credit for Earning Annual (Vacation) Leave: Federal Employees earn annual leave at a rate (4, 6 or 8 hours per pay period) which is based on the number of years they have served as a Federal employee. VA may offer newly-appointed Federal employees credit for their job-related non-federal experience or active duty uniformed military service. This credited service can be used in determining the rate at which they earn annual leave.

This job opportunity announcement may be used to fill additional vacancies.

HOW TO APPLY:

To apply for this position, you must provide a complete application (See "Required Documents" section below). The complete Application package must be submitted by 11:59 PM (EST) on Friday, December 09, 2011.

To begin the process, click the **Apply Online** button at the bottom of this screen to create an account or log in to your existing USAJOBS account. Be sure to upload the required documents before you submit your application. Please ensure you click the **Submit My Answers** button at the end of the process. Mailed/emailed applications will not be accepted.

Note: To change or update your application, simply reapply through My USAJOBS, before the closing date. To check the status of your application, log into your USAJOBS account (<https://my.usajobs.gov/Login.aspx>), select Application Status and click on the more information link under the application status for this position.

If you cannot apply online:

1. Click the following link to view and print the occupational questionnaire:
[View Occupational Questionnaire](#).
2. Print this 1203FX form to provide your response to the occupational questionnaire:
http://www.opm.gov/forms/pdf_fill/OPM1203fx.pdf.
3. Fax the completed 1203FX form along with all supporting documents to (478)757-3144. Your 1203FX form must be placed on top of all materials being faxed and will serve as a cover page for your fax transmission.
4. Keep a copy of your fax receipt in case verification is needed.

To fax supporting documents you are unable to upload:

1. Complete this cover page <http://staffing.opm.gov/pdf/usascover.pdf> using the following Vacancy ID: 561808. You must use this fax cover sheet in order for your documents to be matched with your online application.
2. Fax your documents to (478)757-3144.

REQUIRED DOCUMENTS:

The following documents are required:

- **Résumé or [Optional Application for Federal Employment \(OF-612\)](#).**
- **Responses to the questionnaire.**
- **Copy of your transcript if you are using education to qualify.**
- **Evidence of your eligibility to apply for this vacancy (please see checklist).**
- **Any other documents required by the [checklist](#).**

AGENCY CONTACT INFO:

Julie Steakley
Phone: (573)814-6396

Agency Information:
VHA Columbia MO VAMC
PLEASE DO NOT MAIL APPLICATIONS
APPLY ON-LINE OR FAX ONLY
Columbia, MO
65201

WHAT TO EXPECT NEXT:

After we receive your complete application package (including all required documents), your qualifications will be reviewed and assigned an initial rating. We will also review your application to make sure that your résumé supports the answers given in the questionnaire. If your résumé does not support your questionnaire answers, we will adjust your rating accordingly. Based on your ranking or numerical score, you may be referred to the hiring manager for further consideration and possible interview. You will be notified when your rating is determined.

Control Number: 303025700

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