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Lead Medical Support Assistant

VETERANS AFFAIRS, VETERANS HEALTH ADMINISTRATION

Agency Contact Information

2 vacancies in the following location:

 Washington DC, DC

Work Schedule is Full Time - Agency Employees Only

Opened Friday 7/1/2016

(0 day(s) ago)

 Closes Friday 7/22/2016

(21 day(s) away)

Salary Range

\$43,684.00 to \$56,790.00 / Per Year

Series & Grade

GS-0679-07/07

Supervisory Status

No

Who May Apply

Open to current, permanent employees of the Washington DC VAMC".

Control Number

443412400

Job Announcement Number

FQ-16-GV-1731775

[Apply](#) [Print](#) [Share](#) [Save](#)**Job Overview****Summary**

Vacancy Identification Number (VIN): 1731775

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?

"As a VA professional, your opportunities are endless. With many openings in the multiple functions of VA, you will have a wide range of opportunities and leadership positions at your fingertips. Not only is it the largest, most technologically advanced integrated health care system in the Nation, but we also provide many other services to Veterans through the Benefits Administration and National Cemeteries. VA professionals feel good about their careers and their ability to balance work and home life. VA offers generous paid time off and a variety of predictable and flexible scheduling opportunities. For more information on the Department of Veterans Affairs, go to <http://www.vacareers.va.gov/>

Special Employment Consideration: VA encourages persons with disabilities to apply, including those eligible for hiring under 5 CFR 213.3102(u), Schedule A, Appointment of persons with disabilities [i.e., intellectual disabilities, severe physical disabilities, or psychiatric disabilities], and/or

Disabled veterans with a compensable service-connected disability of 30% or more.
Contact the Agency Contact on the last page of the JOA for information on how to apply under this appointment authority via the Selective Placement Coordinator.

For more information on the "Who may apply" eligibility requirements, please refer to the OHRM Status Candidates and Other Candidate Definitions document.

Duties

The Lead Medical Support Assistants (MSAs) work in the Business Office. The Lead MSAs provides care for a growing number of active duty service members returning from Iraq and Afghanistan with wounds and trauma. The Lead MSAs serve with Primary Care, Surgical, Medical and other Outpatient Clinics at the Washington, DC VA Medical Center. The Lead MSAs provides comprehensive, detailed, on-the-job training to all new clinic personnel in the clinic unit area. The mission of this section is to provide administrative and clerical assistance, guidance, and support to the professional staff and to manage the day-to-day activity in Outpatient Clinics using established policies. Duties include but are not limited to:

- Monitors and makes work assignments.
- ✓ Provides input on performance, resolves daily workplace issues and maintains efficient workflow.
- Conducts ongoing reviews to ensure quality of work.
- ✓ Ensures accurate and timely scheduling of appointments.
- Provides guidance to staff members to include changes in policies and procedures.
- Distribute and balance workload equally.
- Create and maintain employee work schedules.
- ✓ Orienting and provides on-the-job training for new and current employees.
- ✓ Ensures all training requirements are met.

- Act as liaison between MSA and staff in order to resolve day to day conflicts.
- Provides data/reports related to the administrative, clinical and technical aspects of various programs to supervisors.
- Prepares reports and presentations of statistical information in support of the organization's program operation.
- Reviews documents, reports, and/or applications for omissions and inconsistencies; ensures data entry is complete and accurate.
- Maintain automated system to track specific data suspense's on items.
- Plans and organizes work with general assistance from the supervisor to meet local and VA-wide time frames to complete analysis, repots, and special assignments.
- Maintains the confidentiality of information obtained to carry out required duties.

Work Schedule: 1st Shift 7:00 am to 3:30 pm & 8:00 am to 4:30 pm

Functional Statement Title/#: Functional Statement

Travel Required

- Not Required

Relocation Authorized

- No

Job Requirements

Additional Information

copy letter from this section

Call Letter

incorporate this into a paragraph in the job description

BASIC REQUIREMENTS:

SPECIALIZED EXPERIENCE: One year of experience equivalent to the next lower grade level. Specialized experience as follows: Specialized experience may include: Monitors and makes work assignments, provides input on performance; resolves daily workplace issues; Provides guidance to staff members to include changes in policies and procedures; provides on-the-job training for new and current employees; ensures all training requirements are met; and provides input on performance. This experience must have been equivalent to at least the GS-6 grade level in the Federal service.

Certification: None required.

Citizenship: Must be a Citizen of the United States

KSA from this section

QUALIFICATIONS REQUIRED:

create other additional KSA

Demonstrated Knowledge, Skills, and Abilities. Candidates must demonstrate the KSAs below:

- a. Ability to organize work, set priorities, and delegate tasks/responsibilities in order to meet deadlines.
- b. Skill in communicating with individuals in order to obtain the desired effect, ensuring compliance with established policies and regulations.
- c. Ability to provide staff development and training.
- d. Ability to manage staffing requirements, manages priorities, and coordinate work in order to complete duties in an accurate and timely manner. This includes the ability to follow-up on pending issues and demonstrating and understanding of the impact of incomplete work.
- e. Ability to review and monitor data to ensure all reports are complete and accurate.

**IN DESCRIBING YOUR EXPERIENCE, PLEASE BE CLEAR AND SPECIFIC.
WE WILL NOT MAKE ASSUMPTIONS**

REGARDING YOUR EXPERIENCE.