

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. AGENCY POSITION NO.
08996

2. REASON FOR SUBMISSION <input type="checkbox"/> REDESCRIPTION <input checked="" type="checkbox"/> NEW <input type="checkbox"/> REESTABLISHMENT <input type="checkbox"/> OTHER EXPLANATION (Show any positions replaced)		3. SERVICE <input type="checkbox"/> HDQTRS. <input checked="" type="checkbox"/> FIELD	4. EMPLOYING OFFICE LOCATION San Francisco, CA	5. DUTY STATION 662-SFVAHCS	6. OPM CERTIFICATION NO.
7. FAIR LABOR STANDARDS ACT <input checked="" type="checkbox"/> EXEMPT <input type="checkbox"/> NONEXEMPT		8. FINANCIAL STATEMENTS REQUIRED <input type="checkbox"/> EXECUTIVE PERSONNEL FINANCIAL DISCLOSURE <input type="checkbox"/> EMPLOYMENT AND FINANCIAL INTERESTS		9. SUBJECT TO IA ACTION <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
10. POSITION STATUS <input checked="" type="checkbox"/> COMPETITIVE <input type="checkbox"/> EXCEPTED (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. POSITION IS: <input checked="" type="checkbox"/> SUPERVISORY <input type="checkbox"/> MANAGERIAL <input type="checkbox"/> NEITHER	12. SENSITIVITY <input checked="" type="checkbox"/> 1 - NON-SENSITIVE <input type="checkbox"/> 3 - CRITICAL SENSITIVE <input type="checkbox"/> 2 - NON-CRITICAL SENSITIVE <input type="checkbox"/> 4 - SPECIAL SENSITIVE		13. COMPETITIVE LEVEL CO S03
				14. AGENCY USE BUS: 8888	

15. CLASSIFIED/GRADED BY	OFFICIAL TITLE OF POSITION	PAY PLAN	OCCUPATIONAL CODE	GRADE	INITIALS	DATE
A. U.S. OFFICE OF PERSONNEL MANAGEMENT						
B. DEPARTMENT, AGENCY OR ESTABLISHMENT						
C. SECOND LEVEL REVIEW						
D. FIRST LEVEL REVIEW	Supervisory Health System Specialist	GS	671	13	TC	12/09/2015
E. RECOMMENDED BY SUPERVISOR OR INITIATING OFFICE	Management Services Officer	GS	671	13		

16. ORGANIZATIONAL TITLE OF POSITION (if different from official title)
Radiology Service Manager

17. NAME OF EMPLOYEE (if vacant, specify)

18. DEPARTMENT, AGENCY, OR ESTABLISHMENT Department of Veterans Affairs	C. THIRD SUBDIVISION Radiology Service
A. FIRST SUBDIVISION Veterans Health Administration	D. FOURTH SUBDIVISION Office of the Chief
B. SECOND SUBDIVISION San Francisco VA Health Care System	E. FIFTH SUBDIVISION

19. EMPLOYEE REVIEW - This is an accurate description of the major duties and responsibilities of my position.

SIGNATURE OF EMPLOYEE (optional)

20. **SUPERVISORY CERTIFICATION:** I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

A. TYPED NAME TITLE OF IMMEDIATE SUPERVISOR Judy Yee, MD, FACR, Chief of Radiology	B. TYPED NAME AND TITLE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional)
SIGNATURE Judy Yee	SIGNATURE
DATE 12/09/2015	DATE

21. **CLASSIFICATION/JOB GRADING CERTIFICATION:** I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

22. POSITION CLASSIFICATION STANDARDS USED IN CLASSIFYING/GRAIDING POSITION
Health System Specialist Series, GS-0671 TS-38 December 1979; AAGEG TS-98 August 1990; GSSG HRCD-5 June 1998, April 1998.

TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION
Tracy Crawford, HR Specialist (Classification)

INFORMATION FOR EMPLOYEES: The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

SIGNATURE	DATE
	12/09/2015

23. POSITION REVIEW	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE
A. EMPLOYEE (optional)										
B. SUPERVISOR										
C. CLASSIFIER										

24. REMARKS
Full performance level of the position.

25. DESCRIPTION OF MAJOR DUTIES AND RESPONSIBILITIES (See Attached)

The Radiology Service Manager has full responsibility for a wide range of administrative functions relating to the Radiology Service. The incumbent is expected to have broad knowledge of healthcare management systems and principles relating to these areas. To accomplish these functions, the incumbent must adopt the principles, practices, processes and techniques common to any general administrative situation to the specialized requirements of the Service. The Radiology Service Manager has responsibility for input in decision making and implementing decisions affecting the Service.

The incumbent is an executive level administrator responsible for providing input for strategic planning and direction, budgetary oversight and the administrative management structure to support a comprehensive patient care delivery system within the Radiology Service.

The incumbent directs and supervises employees responsible for the administrative support and management of the Radiology Service. Such employees include:

- 1.0 GS-647-12 Radiology Administrator
- 1.0 GS-341-11 Administrative Officer
- 1.0 GS-301-11 Program Specialist (PACS)
- 3.0 GS-303-7 Program Support Assistants
- 1.0 GS-679-7 Lead Medical Support Assistant
- 6.0 GS-679-6 and GS-5 Advanced Medical Support Assistants
- 1.0 GS-640-4 Medical Support Aid
- 2.0 GS-640-4 Patient Escorts

The incumbent will act with full authority of the Chief of the Service in his/her absence, and will perform responsibilities to assist the Service Chief with administrative management duties and program development. The incumbent will be responsible for providing analysis and interpreting support sections performance measures pertaining to the activities provided throughout the Service. Analysis and recommendations include quality management, and budget as well as other information requested from leadership (including VA Central Office, Office of The Inspector General, VISN, Directors Office, or Chief of Staff). The incumbent serves as an expert for matters related to data capture and the use of spreadsheets and graphical software to help organize, accurately analyze and apply these data for managerial and clinical purposes. The incumbent has responsibility for all professional fee activities, academic and clinical program development and marketing, and research administration and finance.

The incumbent performs duties under the general supervision and guidance of the Radiology Service Chief. The incumbent serves as the highest level administrative management of the Radiology Service Chief, and has extensive delegated authority and freedom of action to provide administrative leadership and direction for the planning, development and management of the Service. The incumbent makes decisions/determinations based on the modern healthcare practice within the framework of applicable laws, regulations, policies and community standards.

Resource Management

The incumbent is responsible for Radiology Service resource management and allocation, utilization and case management, information management, medical records management and establishing and implementing performance measures to provide ongoing assessments of service quality, administrative proficiency and cost effectiveness. Considerable time and energy are devoted to managing the Service Budget in this highly affiliated medical education complex that includes patient care, research, education and general post funds. The position requires excellent financial, human resource, strategic planning, interpersonal and communication skills. The Radiology Service Manager is responsible for maintaining, coordinating and integrating a system of staff services designed to provide effective managerial control over Service resource utilization. This position has full authority and responsibility for monitoring functions that affect the Service Line resources. The incumbent is responsible for the Radiology Service Budget forecasting, planning and allocation of resources; accounting and financial reporting. The incumbent works with and communicates effectively with the Radiology Service Chief to identify the Service Budget needs and negotiates with management to arrive at appropriate funding levels that make the most effective use of resources in accomplishing the Service needs and those of the San Francisco VA Health Care System. The incumbent analyzes actual expenses as compared to the budget plan and projections to indicate needed adjustments. The incumbent is responsible for setting policy for the entire Radiology Service budget and authorizing reallocation of resources based on the shifting needs and priorities. These adjustments may occur relatively frequently since there may be rapid changes in budget, introduction of new services and programs.

The incumbent has full authority, working with the Service Chief, to establish priorities for support staff personnel, services, supplies, equipment and allocating funds to the proper cost centers. The incumbent develops specific Service policies to prepare budget estimates for fund control points which are critical to the success of the Service mission. The incumbent reviews these estimates and negotiates with management officials to arrive at funding levels that make the most effective use of resources in accomplishing the Service mission.

The Radiology Service Manager oversees all acquisition processes within the Radiology Service, inclusive of the establishment and administration of contracts for services. The incumbent has oversight for all contractual actions and phases of contract work from within the Service, including the initial planning and drafting the Scope of Work, determining which type of contract is warranted, definition of requirements, workload studies and justifications; serves on technical evaluation panels as requested for the purpose of evaluating proposals in a competitive solicitation process. The incumbent serves as a Contracting Officer's Representative (COR) and acts as a liaison between the contracted entity and the contracting officer.

Analysis and Planning

The incumbent is responsible for working with the Radiology Service Chief to establish a long and short term strategic planning process within the Service that will consider and effectively

integrate resource management planning; the mission of the VHA, VISN and healthcare systems; and the identified needs of the Service patient population or services to be provided. To this end, the Radiology Service Manager will ensure that the process establishes a planning atmosphere that supports the balance between fiscal constraints and Service needs. The incumbent is responsible for developing strategies for monitoring and limiting financial risk under a VERA capitation model. To support this effort, the Radiology Service Manager will develop, maintain and supervise a system of effective managerial controls over the Service resource utilization. These managerial controls will provide the basis for resource, equipment, support staff personnel and budget requirements. The incumbent will be responsible for developing, evaluating and adjusting organization structure and management systems to accomplish the overall Service mission.

The incumbent is responsible for the overall collection, monitoring and analysis of data pertaining to non-technical clinical activities for the Radiology Service sections.

The incumbent identifies and recommends ways of combining, eliminating, simplifying and/or improving processes. Submitted reports measure the progress and effectiveness of operations against the service and hospital objectives. The incumbent uses databases available at the local, VISN and national levels including but not limited to the Radiology Management package, the VHA Support Service Center (VSSC), the Clinical Patient Record System (CPRS), VISTA and clinical databases used throughout the hospital and Service to track section-specific issues including (but not limited to) physician and clinic workload, performance measures and procedure numbers.

The incumbent is responsible for collaborating with the Radiology Service Chief and other Service Leaders to design the administrative structure needed to support the implementation of any new program initiatives, and provide management of existing programs such as the National Programs for Neurointerventional Radiology, Neuroradiology-Pain Control, Lung Cancer Screening, and Neurodegenerative Diseases such as the Alzheimer's disease Neuroimaging Initiative and Parkinson's Progression Marker Initiative. The incumbent analyzes complex information or problems in an objective manner and derives the logical conclusions to provide or recommendations to others, and to resolve conflicts. The incumbent develops supporting data and supports the preparation of all new business case proposals for the Service. The incumbent utilizes hospital database management, Decision Support System (DSS) and expert system programs to access information and analyze data from disparate sources for use in planning for processes and systems for the Service.

Human Resource Development

The Radiology Service Manager is responsible for managing the recruitment, orientation and retention of support staff to meet effective staffing levels for the Service. The incumbent is responsible for conducting/coordinating performance management for staff assigned to the Service that may consist of General Schedule and Hybrid Title 38. The management service

officer develops and coordinates the implementation of internal policies and programs relating to equal employment, merit promotion, position management and employee relations and ensures support for these programs from subordinates. As the first line supervisor the incumbent has shared authority with the Service Chief to approve, reject or recommend actions on promotions, leave, awards and disciplinary actions and to investigate or hear grievances as appropriate. The incumbent will be expected to demonstrate the ability to develop clear performance standards, functional statements and position descriptions for support staff. These will emphasize, but not be limited to, those areas related to increasing patient satisfaction and blending delivery of good care/service with maximizing employee productivity.

The incumbent monitor's productivity, and makes recommendations for improving development, implementation and performance. The Radiology Service Manager develops reviews and revises as needed, policies to ensure compliance with all applicable regulatory entities. The incumbent will promote a process and climate in which staff can identify problems and develop innovative solutions for improving processes and patient care. The incumbent will have authority and responsibility for employee training and development within the Radiology Service. The incumbent oversees the preparation and implementation of the annual training and development within the Service. The incumbent oversees the preparation and implementation of the annual training and development plan that stresses VISN principles such as customer relations and maintains and upgrades knowledge and skills in other areas of service delivery.

The incumbent assures that VHA policies and procedures related to mandatory topics are presented during orientation and thereafter to all personnel in an annual review. The incumbent establishes career development programs providing opportunity for personnel to perform at increasing levels of competence as appropriate.

The incumbent functions as the primary liaison with the AFGE and NFFE to negotiate and support effective labor management relationships. The incumbent stimulates a working environment with that will foster a Labor/Management relationship within Service; and educates and advises all Service Staff regarding the processes for Grievances and unfair labor practice charges.

Information Management

The Management Service Officer is responsible for facilitating medical record maintenance that will meet VHA and JC standards and the needs of the patients and professional staff. The incumbent ensures the electronic medical record reflects and facilitates accurate medical documentation of the patient health record. In executing these responsibilities the incumbent coordinates Radiology Service information management functions to include oversight for support for workload input and data validation efforts; ensuring systems exist for real time tracking of cost transfers to and away from the Service; adjustments to cost mapping (DSS) and providing initial and ongoing applications training to Service staff. The incumbent effectively manages the operational impact of the Radiology Information System, Research and Administrative Computing and other computer systems. The incumbent actively interacts with

faculty responsible for the clinical PACS on service and operational issues.

Communications

The incumbent is responsible for developing, promoting and maintaining good relations with a variety of groups to include other VA health care systems, community healthcare providers, teaching affiliates, community organizations, veterans service organizations, other government agencies, professional societies, volunteers, media and customers.

To accomplish these duties the incumbent will be expected to choose the appropriate medium for the message; relate to a broad range of people; and empower others through communication. The incumbent is responsible to represent the Service Chief in formal speaking engagements at facility meetings, with the affiliate or at public relations events. Day to day duties include creating a good communication system and promoting an understanding between employees and Veterans regarding the Service mission and programs. The incumbent actively builds constructive and effective relationships with colleagues at all levels and is expected to develop, implement and monitor an effective patient satisfaction program within the Service and take corrective action to improve consumer satisfaction as appropriate. The incumbent uses strong interpersonal and communication skills to clearly and effectively interact with diverse groups and individuals, secure/and or provide information to clarify situations, resolve problems and negotiate services and/or agreements and MOUs with other departments or external agencies.

Risk management and Quality Improvement

The Radiology Service Manager provides oversight and coordination of service line administrative efforts to identify, evaluate and reduce risk of injury to patients, staff and visitors. The incumbent plays a major role on the department Continuous Quality Improvement program, which focuses on hospital day-to-day issues and the Quality Assurance Safety program which addresses patient safety and quality assurance. The incumbent is expected to be familiar with quality of care standards and various accreditation or regulatory requirements relating to the Service. The Radiology Service Manager has a lead role in developing internal system review and taking corrective action to assure that administrative activities are in compliance with appropriate standards. The incumbent will create team-based quality improvement plans, including definition of Service goals, utilizing performance measures, appropriate analysis tools and total quality improvement methods. The incumbent utilizes the indicator systems to monitor productivity, incorporating patient acuity measurements as necessary. The incumbent will monitor Service performance through the development and application of appropriate measures. The incumbent must assure that administrative programs and policies are integrated in order to meet the unique need of patients served.

FES FACTOR LEVELS

Factor 1: Knowledge Required by the Position

FL 1-7, 1250 pts.

The incumbent must have extensive knowledge of financial planning and budget analysis demonstrated through education and progressively responsible management experience in a healthcare environment. S/He must possess an understanding of the government and VA budget

system, including an acute awareness of medical care, workload capture and reporting, capital and operating efficiencies. The incumbent must have a thorough understanding of the Veterans Equitable Resource Allocation (VERA) funding, VISN funds allocation, and Managerial Cost Accounting (MCA). The incumbent displays knowledge of VA acquisition and contracting. Demonstrates skills and knowledge of the principle and practices of business administration management to effectively and ethically manage and oversee efficient operations of the service. Understands and interprets laws, rules, regulations, and policies governing business, protected health information safeguarding; ensuring confidentiality and storage of records and information.

Knowledge and understanding of data mining and data management principles, and predictive modeling to determine the impact of decisions of Executive Leadership on the organizational future operations. Provides expert analysis of clinical or administrative data as abstracted through various data-warehouses, and other databases.

Interprets information and performs program cost analyzes such as development of life cycle or other cost analyses of projects, or performance of cost benefit or economic evaluations of programs. Assists with cost effectiveness studies by collecting data and making computations. Recommendations to SFVAHCS leadership have significant impact on the decision-making of the organization.

Incumbent demonstrates strategic planning, analytical and program evaluation skills to effectively provide sound recommendations. Has skill to research, identify and validate trends and issues related to service operational and business activities. The incumbent has knowledge of and experience with (1) a range of qualitative and quantitative methods of assessing and improving programs; (2) methods used to implement complex management processes and systems (3) administrative policies, regulations, directives and principles used to administer VHA healthcare programs; (4) data management techniques; (5) skills in interpreting data and making recommendations.

The incumbent must have the skills to plan, organize and direct a team to negotiate effectively with the Executive Leadership to accept and implement recommendations where the proposals involve substantial use of resources or changes in established procedures.

Factor 2: Supervisory Controls

FL 2-4, 450 pts.

The incumbent works with great autonomy under the general supervision of the Service Chief. The incumbent has extensive delegated authority and freedom of action to provide administrative leadership and direction for the planning, development and management of the Service. The incumbent makes decisions/determinations based on modern healthcare practice within the framework of applicable laws, regulations, and policies. The incumbent works with the Service Chief to develop strategic planning, development initiatives, and technology needs of the Service and in support of the healthcare system.

Makes decisions on problems presented by subordinates, works with other Service Chiefs and Executive Management to resolve problems and develop programs and services.

Completed work is considered technically authoritative and sound. When reviewed, the work

would be evaluated for interpretation and effect of recommendations on overall operations.

Factor 3: Guidelines

FL 3-4, 450 pts.

Guidelines consist of general administrative policies and management and organizational theories which require considerable adaptation and/or interpretation for application to issues and problems studied. Administrative polices and precedent studies provide a basic outline of the results desired, but do not go into detail as to the methods used to accomplish the project.

Due to the developing nature and the limited availability of some of the data sets, the incumbent uses judgment in interpreting and adapting guidelines for subordinates in acquiring needed information. Guidelines are generally broadly stated, in terms of data definitions, however, the methods used are fluid and under development.

The administrative guidelines usually cover VA and SFVAHCS program goals and objectives of the Service, such as agency controls on size of work force, productivity targets, and similar objectives. Within the context of broad regulatory guidelines, the incumbent may refine or develop more specific guidelines such as implementing regulations or methods for the measurement and improvement of effectiveness and productivity in the administration of operating programs.

Factor 4: Complexity

FL 4-4, 225 pts.

The Radiology Service is part of a highly affiliated medical education complex, with many functioning sites (including General Imaging Section, Magnetic Resonance Imaging Section, Ultrasound Section, Interventional Radiology Section, Neurointerventional Radiology Section, Nuclear Medicine Section, and Computerized Tomography Section) and includes research and residency training. The intensity of care, an accelerated pace of activity and the broad mission tends to generate numerous complex administrative management problems, which require constant and forceful leadership. The fluctuation of resources, VISN priorities, implementation of care under the affordable care act (ACA) and conflict between various programs require decisive action on the part of the Radiology Service Manager . Because of the constantly changing healthcare reform environment, the VHA Vision for Change, VISN and Healthcare system mandates, long range planning is extremely difficult, reallocation of personnel and funding is frequently required, and continual reassessment and modifications of the Service structure are required. The Radiology Service Manager will be responsible for managing resources, space, facilities, equipment and support staff employees for a range of programs within the Service.

The work involves gathering information, identifying and analyzing issues, and developing recommendations to resolve substantive problems of effectiveness and efficiency of work operations in a program or program support setting. Work requires the application of qualitative and quantitative analytical techniques that frequently require modification to fit a wider range of variables.

Originality is required in refining existing work methods and techniques for application to the analysis of specific issues or resolution of problems. For example, the incumbent may revise

methods for collecting data on workload, adopt new measures of productivity, or develop new approaches to related productivity measurements to a performance appraisal system.

The employee performs complete assignments requiring use of a variety of investigational, analytical, and other techniques to improve the quality of patient services and solve operational problems to develop recommendations. Work assignments are typically characterized by many interrelated facts, facts obtainable from various sources, facts accessible when a variety of standard fact-finding techniques are employed. Analysis requires a determination of the relevance and importance of facts. At each step of the problem identification and solution process, the incumbent chooses from several courses of action depending on the organizational and informational needs of the organization. The work is varied and the incumbent must analyze the issue to select the appropriate methodology or evaluation to use. When the necessary tools are not available, the incumbent will work on creating and/or removing barriers for access to databases.

The incumbent is responsible for resolving problems not covered by established policies.

Factor 5: Scope and Effect

FL 5-4, 225 pts.

The incumbent must have a substantial understanding of clinical support and able to communicate knowledgably with practitioners with regard to planning for the structure, implementation and monitoring of the delivery of radiology services. The incumbent manages the infrastructure of clinic. The incumbent monitors adherence to policies relevant to clinic utilization and productivity. Planning decisions and directions taken by the incumbent have a far reaching effect on patient access, staff productivity, patient satisfaction, and the healthcare system's funding.

The incumbent will coordinate and execute program operations to ensure that Veterans' care is provided in a highly accessible, efficient, and cost-effective manner. The recommendations made to Executive Management, Service Chiefs, and Administrative Officers influences decisions concerning internal and external operations. Work affects the design or operation of services, systems, programs, and/or equipment.

Factor 6: Personal Contacts

FL 6-2

Primary contacts are with the offices of the Chief of Staff, Director, Associate Director, clinicians, VISN-based groups and individuals, Office of Information and Technology, VHA Office of Information and Analytics staff, vendors, technical consultants, as well as outside individuals, groups and organizations, and all staff of the Radiology Service. Contacts with other services in the Medical Center are extensive, and encompass administrative and clinical disciplines. Contacts would be at the level of assistant chiefs, chiefs, administrative officers, and other key staff members. Incumbent interfaces directly with the Chief, Radiology Service regularly. Incumbent will have regular contact with VISN 21, and VHA Staff. Additional contacts will be required with professionals outside of the Medical Center.

Factor 7: Purpose of Contacts

FL 6-2/7-c, 180 pts.

Contacts are for the purpose of planning, implementing, negotiation, or evaluating proposals related to the position, product line development, and communicating various analyses and

information. Incumbent may be required to work in a team environment at times. Incumbent will support outreach to Veterans, staff, and Veteran Advocates.

Factor 8: Physical Demands

FL 8-1, 5 pts.

The work requires no special physical demands; it may involve some walking, standing, bending or carrying light items.

Factor 9: Work Environment

FL 9-1, 5 pts.

The work is performed in an office or similar setting requiring normal safety precautions against everyday risks or discomforts.

Total FL pts. 2790

Range: 2755-3150 (GS-12)

Supervisory Factor Levels

Factor 1: Program Scope and Effect

FL 1-3, 350 pts.

The incumbent must have a substantial understanding of clinical support and able to communicate knowledgably with practitioners with regard to planning for the structure, implementation and monitoring of the delivery of radiology services for the SFVAHCS. The incumbent manages the infrastructure of clinic and bed builds and management. The incumbent monitors adherence to policies relevant to clinic utilization and productivity. The position provides and directs work that: (1) a range of qualitative and quantitative methods of assessing and improving programs; (2) methods used to implement complex management processes and systems (3) administrative policies, regulations, directives and principles used to administer VHA healthcare programs; (4) data management techniques; (5) skills in interpreting data and making recommendations. Planning decisions and directions taken by the incumbent have a far reaching effect on patient access, staff productivity, patient satisfaction, and the healthcare system's funding.

Factor 2: Organizational Setting

FL 2-1, 100 pts.

The incumbent is under the general supervision of the Service Chief, and is two or more levels below the first SES.

Factor 3: Supervisory and Managerial Authority

FL 3-4a, 900 pts.

This position will provide managerial authority to set annual and long-range work plans and schedules for in-service or contracted work. Assure implementation (by lower and subordinate organizational units or others) of the goals and objectives for the program segment or functions they oversee. Determine goals and objectives that need additional emphasis; determine the best approach or solution for resolving budget shortages; and plan for long range staffing needs, including such matters as whether to contract out work. The incumbent will serve as COR and will determine when contractors are needed for work or when to request FTE or approval for recruiting staff employees. The incumbent is closely involved with Executive Leadership in the development of overall goals and objectives for assigned staff function, program, or program segment. For example, the incumbent will direct development of data; provision of expertise and insights; preparation of position papers; and execution of comparable activities which support

development of goals and objectives related to high levels of program management and development or formulation. The incumbent has extensive delegated authority and freedom of action to provide administrative leadership and direction for the planning, development and management of Radiology Service administration. The incumbent makes decisions/determinations based on modern healthcare practice within the framework of applicable laws, regulations, and policies. Incumbent makes decisions on problems presented by subordinates, works with other Service Chiefs and Executive Management to resolve problems and develop programs and services.

Factor 4:

Subfactor 4a – Nature of Contacts

FL 4A-2, 50 pts.

Primary contacts are with the offices of the Chief of Staff, Director, Associate Director, and Business Service. Contacts with other services in the Medical Center are extensive, and encompass administrative and clinical disciplines. Contacts would be at the level of assistant chiefs, chiefs, administrative officers, and other key staff members. Incumbent interfaces directly with the Chief, Radiology Service regularly. Incumbent will have regular contact with VISN 21, and VHA Staff. Additional contacts will be required with professionals outside of the Medical Center.

Subfactor 4a – Purpose of Contacts

FL 4B-3, 100 pts.

Personal contacts are for the purpose of planning, implementing, negotiation, or evaluating proposals related to the position, product line development, and communicating various analyses and information to Executive Leadership.

Factor 5: Difficulty of work supervised

FL 5-5, 650 pts.

The incumbent manages staff that performs work that affects the immediate organization that involve technical, financial, organizational, and administrative factors; integrating the work of a team or group where each member contributes a portion of the analyses, facts, information, proposed actions, or recommendations; leadership in developing, implementing, evaluating, and improving processes and procedures to monitor the effectiveness, efficiency, and productivity of the program segment and/or organization directed.

Incumbent is the first level supervisor of:

- 1.0 GS-647-12 Radiology Administrator
- 1.0 GS-341-11 Administrative Officer
- 1.0 GS-301-11 Program Specialist (PACS)

Serves as second level supervisor over:

- 3.0 GS-303-7 Program Support Assistants
- 1.0 GS-679-7 Lead Medical Support Assistant
- 6.0 GS-679-6 and GS-5 Advanced Medical Support Assistants
- 1.0 GS-640-4 Medical Support Aid
- 2.0 GS-640-4 Patient Escorts

Factor 6: Other Conditions

FL 6-4b, 1120 pts.

The incumbent must be able to deal effectively with organizational change, role ambiguity and the stresses of juggling many priorities and rapidly responding unanticipated critical situations. The incumbent performs work that affects the immediate organization that involve technical, financial, organizational, and administrative factors; integrating the work of a team or group where each member contributes a portion of the analyses, facts, information, proposed actions, or recommendations; leadership in developing, implementing, evaluating, and improving processes and procedures to monitor the effectiveness, efficiency, and productivity of the program segment and/or organization directed.

Total Supervisory FL pts. 3270

Range: 3155-3600 (GS-13)

Other Significant Factors

Customer Service

Meets the needs of customers while supporting VA missions. Consistently communicates and treats customers (investigators, their representatives, visitors, and all VA staff) in a courteous, tactful, and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflicts and problems in dealing with the customer constructively and appropriately.

ADP Security

Protects printed and electronic files containing sensitive data in accordance with the provision of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VHA policy. Protects the data from unauthorized release or from loss, alteration, or unauthorized deletion. Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer access agreement that the employee signs.

Privacy

In the performance of official duties, the employee has regular access to printed and electronic files containing sensitive data which must be protected under the provisions of the Privacy Act of 1974 and other applicable laws, Federal regulations, Department of Veterans Affairs' statutes and policy, and VHA policy. The employee is responsible for protecting the data from unauthorized regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in a computer access agreement which the employee signs.

U.S. OFFICE OF PERSONNEL MANAGEMENT

INVESTIGATE POSITION DESIGNATION OF NATIONAL SECURITY AND PUBLIC TRUST POSITIONS (SUMMARY)

Position Designation Record

Agency Department of Veterans Affairs
 Position Title Supervisory Health System Specialist
 Series and Grade/Pay GS-671-13
 Band
 Position Description
 Number 08896

Potential for Compromise or Damage

Duties	Degree of Potential for Compromise or Damage
Protection of personal, private, controlled unclassified, or proprietary information (includes access to or processing of personal information such as that protected by the Privacy Act (PA) of 1974, Freedom of Information Act (FOIA), financial data, government information that is for "Official Use Only," or privileged information involving the award of contracts, contractor proprietary information, etc.)	<ul style="list-style-type: none"> Access to personal, private, proprietary, or sensitive but unclassified/controlled unclassified information, the unauthorized disclosure of which could cause moderate damage to individuals, business entities, or government programs or operations
Government service delivery, including customer service or public liaison duties	<ul style="list-style-type: none"> Duties involve customer service responsibilities and/or public liaison that could cause limited damage to individuals, business entities, or government programs or operations

Adjustment for Program Designation and Level of Supervision

Adjustments	Label
Adjustment for Scope of Program and Correlation to Extent of Impact (see definitions)	Agency impact
Adjustment for level of supervision or other controls	Limited or no supervision - ability to act independently in almost all areas almost all of the time

Total Points Designation

Label	Points
Total Initial Position Designation Points from Step 2	16
Adjusted Position Designation Points from Step 3	21

Suitability

Investigation	Form Required
MBI	SF 85P

Signature: Tracy L Crawford Date: 5/22/2015

Name: Tracy Crawford, HR Specialist
 (Classification)