

Medical Support Assistant

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Indian Health Service

Great Plains Area Office | Lower Brule Service Unit | Division of Administrative Services

Summary

This position is located at the Lower Brule Service Unit in Lower Brule, SD within the Branch of Purchased and Referred Care (PRC). The purpose of this position is to provide support and technical assistance to specialists in the provision of Purchased/ Referred Care to Native American beneficiaries, and manage a PRC delivery system. The incumbent reports to the supervisory health system specialist or designee.

Overview

Accepting applications

Open & closing dates

🕒 05/30/2024 to 12/31/2024

Salary

\$36,209 - \$57,354 per year

Pay scale & grade

GS 4 - 6

Location

1 vacancy in the following location:

📍 Lower Brule, SD

Remote job

No

Telework eligible

No

Travel Required

Not required

Relocation expenses reimbursed

No

Appointment type

Permanent

Work schedule

Full-time

Service

Competitive

Promotion potential

6

Job family (Series)

[0679 Medical Support Assistance](#)

Supervisory status

No

Security clearance

[Not Required](#)

Drug test

No

Position sensitivity and risk

[Moderate Risk \(MR\)](#)

Trust determination process

[Suitability/Fitness](#)

Announcement number

IHS-24-GP-12432363-ESEP/MP

Control number

793622500

This job is open to



Career transition (CTAP, ICTAP, RPL)

Federal employees who meet the definition of a "surplus" or "displaced" employee.



Federal employees - Competitive service

Current or former competitive service federal employees.



Federal employees - Excepted service

Current excepted service federal employees.



Individuals with disabilities



Native Americans

Native Americans or Alaskan Natives with a tribal affiliation.



Peace Corps & AmeriCorps Vista



Special authorities

Individuals eligible under a special authority not listed above, but defined in the federal hiring regulations.



Veterans

Clarification from the agency

The IHS is required by law to give absolute preference to qualified applicants who meet the Secretary of the Interior's definition of Indian for appointment to vacancies within the IHS in accordance with established IHS policy as outlined in the Indian Health Manual Part 7, Chapter 3. The IHS is an Equal Opportunity Employer.

Duties

- Determine patient eligibility for alternate resources available under Purchased Referred Care for Medicare, Medicaid, private insurance, or other third parties.
- Assist with reporting and closing out of Catastrophic Health Emergency Fund (CHEF) cases.
- Post allotments and perform reconciliations.
- Perform clerical duties related to patient referrals, admissions and discharges.
- Maintain document control registers for funds allocated and prepare financial reports.

Requirements

Conditions of Employment

Selectee may be subject to a probationary/trial period

ESEP appointees typically serve a two year trial period

U.S. Citizenship is required

Selective Service Registration is required for males born after 12/31/1959

This is a designated position covered by Public Law 101-630, requiring contact or control over Indian children. Due to this requirement, the agency must ensure that persons hired for these positions have not been found guilty of or pleaded nolo contendere or guilty to certain crimes.

Measles and Rubella immunization required for selectees born after 1957 and seasonal influenza immunization is required for all staff working in Indian Health Service health care facilities.

COVID-19 vaccination is required for all selectees prior to entrance on duty.

Successfully pass the E-Verify employment verification check. To learn more about E-Verify, including your rights and responsibilities, visit www.dhs.gov/E-Verify/

You will need to set up direct deposit so we can pay you.

Background Investigation: If you are selected for this vacancy, you must undergo a pre-employment fingerprint check and background investigation. Fingerprint results and background investigation documentation must be cleared prior to hire. After you begin your employment, your continued employment is contingent upon the outcome of a complete background investigation as determined by the sensitivity level of your position. The investigation must find that you are suitable for Federal employment in your position. If you are found not suitable, you will be terminated after you begin work. If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or subject to possible criminal charges. You may be subject to a credit check as a part of the background investigation process.

Qualifications

To qualify for this position, your resume must state sufficient experience and/or education, to perform the duties of the specific position for which you are applying.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community; social). You will receive credit for all qualifying experience, including volunteer and part time experience. You must clearly identify the duties and responsibilities in each position held and the total number of hours per week.

MINIMUM QUALIFICATIONS

GS-04: One (1) year of general experience **or** Two (2) years of education above high school

GS-05: Four (4) years of education above high school **or** One (1) year of specialized experience equivalent to at least the GS-04 grade level

GS-06: One (1) year of specialized experience equivalent to at least the next lower grade level

NOTE: Equivalent combination of education and experience are qualifying for all grade levels and positions for which both education and experience are acceptable.

General Experience

Progressively responsible clerical, office, or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled.

Specialized Experience

Experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. Your resume must demonstrate at least one (1) year of specialized experience equivalent to at least the next lower grade level in the Federal service obtained in either the private or public sector performing the following type of work and/or tasks:

Examples of specialized experience at the GS-05 grade level

- Respond to inquiries and requests through telephone, correspondence and personal visits; Schedule appointments; Medical and financial data entry; Maintain document control registers for funds allocated; and prepare financial reports.

Examples of specialized experience at the GS-06 grade level

- Conduct personal interviews to determine Purchased/Referred Care and/or Alternate Resources patient care eligibility; Review purchase orders for compliance; Maintain accurate accountability of funds and proper fiscal coding procedures; Post allotments and perform reconciliations.

Time In Grade

Federal employees in the competitive service are also subject to the Time-In-Grade Requirements: Merit Promotion (status) candidates must have completed one year of service at the next lower grade level. Time-In-Grade provisions do not apply under the Excepted Service Examining Plan (ESEP).

You must meet all qualification requirements within 30 days of the closing date of the announcement.

Education

If you are using education to qualify for this position, you are strongly encouraged to submit a copy of your transcripts or a list of your courses including titles, credit hours completed, and grades. Unofficial transcripts will be accepted in the application package. Official transcripts will be required from all selectees prior to receiving an official offer.

Only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education may be credited. Applicants can verify accreditation at the following website: <https://www.ed.gov/accreditation>

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. For further information, visit <https://sites.ed.gov/international/recognition-of-foreign-qualifications/>.

Additional information

Per IHS policy (SGM 21-04) IHS selectees to positions located in Federally operated hospitals, health centers, and clinics must be fully vaccinated for COVID-19 before entry on duty or have IHS approve a medical or religious exemption. If an exemption is approved then wearing a face mask and regular testing for COVID-19 will be required. Your Human Resources Specialist will provide a list of documents acceptable as vaccination proof and instructions on how to submit your vaccination documentation or how to request a medical or religious exemption, if needed.

Additional selection(s) of candidates may be possible within 240 days from the date the certificate of eligibles was issued for this announcement.

This position is covered by a Bargaining Unit.

This position has promotion potential to the GS-06 grade level. Promotion to the next grade level is at management's discretion and is based on your demonstrated ability to perform the higher level duties, the continuing need for the higher level duties, and "Regulatory/Administrative" approval. Promotion to the next higher grade level is not guaranteed and no promise of promotion is implied.

Benefits

A career with the U.S. government provides employees with a comprehensive benefits package. As a federal employee, you and

your family will have access to a range of benefits that are designed to make your federal career very rewarding. [Learn more about federal benefits](#)

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time or intermittent. Contact the hiring agency for more information on the specific benefits offered.

How You Will Be Evaluated

You will be evaluated for this job based on how well you meet the qualifications above.

Additional selections may be made for similar positions across the Department of Health and Human Services (HHS) within the local commuting area(s) of the location identified in this announcement. By applying, you agree to have your application shared with interested selecting official(s) at HHS. Clearance of CTAP/ICTAP will be applied for similar positions across HHS.

To determine if you are qualified for this position, a review of your resume and supporting documentation will be made and compared against the qualifications as defined in the qualifications section of this vacancy announcement and your responses to the assessment questions.

You will be further evaluated/rated based on the information provided in your resume (your resume must state specific duties that relate to this position) and your responses to the assessment questions to determine your competency in the following.

- Customer Service (Clerical/Technical)
- Health Claims Processor
- Interpersonal Skills
- Technology Application

You will receive a numeric rating based on your responses to the assessment questionnaires. If after reviewing your resume and responses to the assessment questions, a determination is made that you have overstated your qualifications and/or experience, you may lose consideration.

The following links below provide information on how you may be eligible for various hiring authorities. If you are a Veteran, qualified CTAP and ICTAP eligible, or an individual with a disability, please refer to the following links below for additional guidance. CTAP and ICTAP candidates will be eligible for selection priority if it is determined that they have exceeded the minimum qualifications for the position by attaining at least a "well qualified" rating of 85 out of 100. Information about CTAP and ICTAP eligibility is on the Office of Personnel Management's Workforce Restructuring Career Transition website at: <https://www.opm.gov/policy-data-oversight/workforce-restructuring/employee-guide-to-career-transition/>. CTAP/ICTAP documentation requirements are listed in the "Required Documents" section of this announcement.

- Veterans, i.e. (VEOA, VRA, and 30% or more disabled) - <https://www.opm.gov/policy-data-oversight/veterans-services/vet-guide-for-hr-professionals/>
- Career Transition Assistance Program (CTAP) - <https://www.ihs.gov/jobs/support-documents/>
- Interagency Transition Assistance Program (ICTAP) - <https://www.opm.gov/policy-data-oversight/workforce-restructuring/employee-guide-to-career-transition/>
- Schedule A Appointments for the Disabled - <https://www.opm.gov/policy-data-oversight/disability-employment/hiring/>

Click here to view vacancy questions: <https://apply.usastaffing.gov/ViewQuestionnaire/12432363>. All documents above MUST be received by 11:59 pm (Eastern Standard Time) of the closing date of, 12/31/2024, to be considered.

Required Documents

Resume: You are highly encouraged to use USAJOBS Resume Builder to ensure all required information is included in your Resume. If you use your own resume, curriculum vitae, or any other written form you choose then you must describe your job-related qualifications that includes beginning and ending dates for paid and non-paid work experience, hours worked per week, month and year of employment for each job title listed, annual salary, and description of job duties. Include name and address of employer; supervisor name and telephone number.

Required as applicable for the purposes of specific eligibility and appointment claim(s), and position requirements:

Indian Preference Applicants: If claiming Indian preference, applicants must provide a completed copy of the Form BIA-4432, "Verification of Indian Preference for Employment in the BIA and IHS Only." Indian preference will not be given unless a properly signed and dated form is submitted with your application, including any verification by an authorized Tribal Representative or BIA Official of tribal enrollment records. For detailed instructions, see form BIA-4432. Refer to BIA-4432 link: https://www.bia.gov/sites/default/files/dup/assets/public/raca/online_forms/pdf/1076-0160_INDIAN-PREF_Expires-10.31.24_508.pdf. When an Indian Preference candidate possesses Veterans preference the rules regarding Veterans preference apply under ESEP and the applicant must provide documentation in order to receive preference.

Veterans Preference: If claiming Veteran's Preference provide a copy of your DD214 Form (Member 4 copy). To claim 10-Point Veterans Preference, submit a SF-15 Application (http://www.opm.gov/forms/pdf_fill/SF15.pdf) along with the appropriate supporting documentation. For additional information regarding Veterans Preference visit: <http://www.fedshirevets.gov>

Career Transition Assistance Program (CTAP)/Interagency Career Transition Assistance Program (ICTAP): If you are claiming CTAP/ICTAP, follow the instructions below: http://www.opm.gov/policy-data-oversight/workforce-restructuring/employee-guide-to-career-transition/ctap_guideline.pdf

Current or former Federal employee: Include your most recent SF-50 or if Reinstatement eligible include your Career SF-50.

Noncompetitive eligibles: Submit additional documents to prove your eligibility to apply to this vacancy.

Transcripts: You are encouraged to submit copies of transcripts (official or unofficial) although not required at the time of application. You must list your courses including titles, credit hours completed, and grades. Official transcripts will be required after tentative selection and prior to issuing an official job offer.

You must meet the requirements of the job by 11:59 pm (Eastern Standard Time) of the closing date: 12/31/2024

- *This announcement is advertised as Open Until Filled. The first "cut-off" will be in 10 working days from the opening date on 06/12/2024, and every 10 working days thereafter unless already filled before the next cut-off.*
- *Your resume and any documents submitted will be retained for three months and may be used at any time during this period. After 3 months, you must reapply to this announcement in order to be considered.*

If you are relying on your education to meet qualification requirements:

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. Therefore, provide only the attendance and/or degrees from [schools accredited by accrediting institutions recognized by the U.S. Department of Education](#)

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

How to Apply

To apply for this position, you must provide a complete Application Package. See required documents below.

1. Click 'Apply' to create an account or log in to your existing USAJOBS account.
2. Follow the prompts to upload your resume and/or supporting documents.
3. Read all Eligibility questions and respond accordingly. .
4. Complete the assessment questions.
5. Verify all required documentation is included in your application package.

The IHS provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the Human Resources Office (Joseph Dudley, Joseph.Dudley@ihs.gov, and/or 605-226-7203.) The decision on granting reasonable accommodation will be on a case-by-case basis.

For additional questions please see our Frequently Asked Questions (FAQs) found here: <http://www.ihs.gov/jobs/index.cfm?module=search&option=faq>

Agency contact information

 Joseph Dudley

Phone

[605-226-7203](tel:605-226-7203)

Email

Joseph.Dudley@ihs.gov

Address

Lower Brule Service Unit
PO Box 248
100 Gall St.
Lower Brule, SD 57548
US

[Learn more about this agency](#)

Next steps

You can track the progress of your application package via your USAJobs account. You will receive an acknowledgement from USAJobs that your submission was successful once we have received your on-line occupational questionnaire, resume, and any

supporting documentation. You will be notified of the status of your application via your USAJobs Account after we conduct a qualification review of your complete application package. You will be contacted if further evaluation or interviews are required. Any exaggeration of your experience, false statements, or attempt to conceal information may disqualify you for employment consideration. We may verify all information you provide in your resume and questionnaire responses, through reference and/or background check, and/or verification of your education. If you are selected, you will be contacted personally by the human resources office posting this announcement.

If all required documentation is not submitted with your application you will lose consideration. It is the applicant's responsibility to verify that information and documents entered, uploaded, or faxed are received, legible and accurate. HR will not modify answers submitted by an applicant.

HHS has a critical preparedness and response mission: HHS protects the American people from health threats, researches emerging diseases, and mobilizes public health programs with domestic and international partners. In support of this mission, HHS offers its employees the opportunity to volunteer to become Federal Civilian Detailees and contribute their unique skills through voluntary temporary assignments to humanitarian emergencies or Departmental priorities countering new and emerging health, safety, and security threats.

~ ~ ~ Indian Health Service is an Equal Opportunity Employer ~ ~ ~

Fair & Transparent

The Federal hiring process is set up to be fair and transparent. Please read the following guidance.

[Equal Employment Opportunity \(EEO\) Policy](#)

[Criminal history inquiries](#)

[Selective Service](#)

[Signature and false statements](#)

[Social security number request](#)

[Reasonable accommodation policy](#)

[Financial suitability](#)

[New employee probationary period](#)

[Privacy Act](#)