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|  | | **U.S. Department of Veterans Affairs**  **Veterans Health Administration** | | **Functional Statement** | |
| **OFFICIAL POSITION TITLE** | | **ORGANIZATIONAL TITLE** | | **SERVICE LINE** | |
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| **Pay Plan – Series – Grade** | | **Location** | | **Functional Statement #** | |
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| **GENERAL DESCRIPTION OF ASSIGNED DUTIES** | | | | | |
| Describe the general nature and purpose of the work. | | | | | |
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| **FUNCTIONS OR SCOPE OF ASSIGNED DUTIES** | | | | | |
| Lists the major duties and responsibilities of the position. | | | | | |
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| **SUPERVISORY CONTROLS** | | | | | |
| Describe supervision as related to the clinical and administrative aspects of the work of the position. | | | | | |
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| **QUALIFICATION REQUIREMENTS** | | | | | |
| Title 38 or Hybrid Title 38 Occupation official qualification standards of the position. | | | | | |
| Meets the qualification standards for the GS-XX, (insert official title of the position here) as defined in VA Handbook 5005, Part II, Appendix GXX, GS-XXXX. | | | | | |
| **CUSTOMER SERVICE REQUIREMENT** | | | | | |
| The position must meet the needs of customers while supporting VA missions; consistently communicate and treat customers (veterans, their representatives, visitors, and all VA staff) in a courteous, tactful, and respectful manner; provide customer with consistent information per established policies and procedures; and handle conflict and problems in dealing with customers constructively and appropriately. | | | | | |
| **AGE, DEVELOPMENT, AND CULTURAL NEEDS OF PATIENTS REQUIREMENT** | | | | | |
| Description of elements for individuals who have responsibility for the assessment, treatment, or care of patients. Elements must address the age groups of patients treated as required by the Joint Commission. | | | | | |
| This position requires the incumbent to possess or develop an understanding of the needs of these types of patients. Sensitivity to the special needs of all patients in respect to age, developmental requirements, and culturally related factors must be consistently achieved.  Takes into consideration age-related differences of the various veteran populations served:   1. *Young adulthood (20-40)*. Persons in general have normal physical functions and lifestyles. Person establishes relationships with significant others and is competent to relate to others. 2. *Middle age (40-65)*. Persons may have physical problems and may have changes in lifestyles because children have left home or change in occupation goals. 3. *Older adulthood (65-75)*. Persons may be adapting to retirement and changing physical abilities. Chronic illness may also develop. 4. *Middle old (75-85)*. Persons may be adapting to decline in speed of movement, reaction time, and sensory abilities. Also, persons may have increasing dependence on others. 5. *Old (85 and over)*. Increasing physical problems may develop. | | | | | |
| **COMPUTER SECURITY REQUIREMENT** | | | | | |
| The positionmust protect printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VHA policy; protect the data from unauthorized release or loss, alteration, or unauthorized deletion; follow applicable regulations and instructions regarding access to these types of files, release of access codes, etc., as set out in the computer access agreement signed by the incumbent of the position. | | | | | |
| **OTHER REQUIREMENTS** | | | | | |
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| **Supervisor Review** | **Supervisor Name & Title** | | **Signature** | | **Date** |
| I certify that the duties and responsibilities contained within this functional statement are true and accurate. |  | |  | |  |