

STAFFING

1. REASON FOR ISSUE: To establish a Department of Veterans Affairs (VA) qualification standard for Health Technician (Ophthalmology), GS-0640, appointed under 38 U.S.C. § 7401(3) and 38 U.S.C. § 7405(a)(1)(B).

2. SUMMARY OF CONTENTS/MAJOR CHANGES: This handbook contains mandatory procedures on staffing. This revision establishes the Health Technician (Ophthalmology) occupation under VA's title 38 Hybrid excepted service employment system in accordance with the authority established under the "Caregivers and Veterans Omnibus Health Services Act of 2010" (Public Law 111-163). Authority is given to the Secretary of the VA under 38 U.S.C. § 7402 to prescribe qualifications for occupations identified in or established under 38 U.S.C. § 7401(3) and 38 U.S.C. § 7405(a)(1)(B). The new standards are effective on the date of this publication, however no action may be taken to convert or promote employees until training and guidance is received. This new qualification standard will be incorporated into the electronic version of VA Handbook 5005, Staffing, that is maintained on the Office of Human Resources Management web site.

3. RESPONSIBLE OFFICE: The Recruitment and Placement Policy Service (059), Office of the Deputy Assistant Secretary for Human Resources Management.

4. RELATED DIRECTIVES: VA Directive 5005, Staffing.

5. RESCISSIONS: None.

CERTIFIED BY:

**BY DIRECTION OF THE SECRETARY
OF VETERANS AFFAIRS**

/s/
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Assistant Secretary for
Office of Enterprise Integration

/s/
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NOTE: This transmittal page accompanied the former VA Handbook 5005, Staffing publication. It is provided for reference to the establishment of this qualification standard.

HEALTH TECHNICIAN (OPHTHALMOLOGY)
QUALIFICATION STANDARD
GS-0640
Veterans Health Administration

1. COVERAGE. The following are requirements for appointment as a Health Technician (Ophthalmology) in the Veterans Health Administration (VHA). These requirements apply to all VHA Health Technicians (Ophthalmology) in the General Schedule (GS)-0640 series.

2. AUTHORITIES.

- a. [P.L. 111-163, Caregivers and Veterans Omnibus Health Services Act of 2010;](#)
- b. [38 U.S.C. § 7401, Appointments in Veterans Health Administration;](#)
- c. [38 U.S.C. § 7402, Qualifications of appointees;](#)
- d. [38 U.S.C. § 7403, Period of appointments; promotions;](#)
- e. [38 U.S.C. § 7405, Temporary full-time appointments, part-time appointments and without-compensation appointments;](#)
- f. [38 U.S.C. § 7407, Administrative provisions for section 7405 and 7406 appointments.](#)

3. BASIC REQUIREMENTS

a. **Citizenship.** Citizen of the United States. (Non-citizens may be appointed when it is not possible to recruit qualified candidates in accordance with chapter 3, section A, paragraph 3g, this part.)

b. **Experience and Education**

(1) **Experience.** One year of experience in a health care field, such as but not limited to nursing, medical assistant, or health technician.

OR

(2) **Education.** Two years above high school with a minimum of six semester hours directly related to a health care field or associate's degree in a health care related degree.

OR

(3) **Experience/Education Combination.** Equivalent combinations of experience and education are qualifying. Examples are listed below:

(a) Six months of experience in the health care field; and one year above high school; or

(b) Six months of experience in the health care field and successful completion of a course for health care technicians, hospital corpsmen, medical service specialists, or ophthalmology technicians given by the U.S. Armed Forces; or

(c) Six months of experience in the health care field and completion of an independent study course in Ophthalmic Medical Assisting.

c. **Certification.** All applicants must be certified as a Certified Ophthalmic Assistant (COA) with the Joint Commission on Allied Health Personnel in Ophthalmology (JCAHPO). The COA certification is JCAHPO's entry-level certification examination for a Health Technician (Ophthalmology).

(1) **Exception.** Non-certified applicants who otherwise meet the minimum qualification requirements may be appointed as a graduate Health Technician (Ophthalmology) under the authority of 38 U.S.C. 7405(c)(2)(B). The appointing official may waive the requirement of certification for a period not to exceed two years for a Health Technician (Ophthalmology) that provides care under the supervision of an Ophthalmologist. The exception only applies below the full performance level. For grade levels at or above the full performance level the candidate must be certified. Failure to obtain COA certification during that period is justification for termination of the temporary appointment and may result in termination of employment.

(2) **Failure to Obtain Certification.** In all cases, the Health Technician (Ophthalmology) must actively pursue meeting certification requirements starting from the date of appointment. At the time of appointment, the supervisor will provide the uncertified Health Technician (Ophthalmology) with the written requirement to obtain certification, the date by which the certification must be acquired, and the consequences for not becoming certified by the deadline. Failure to become certified within two years from date of appointment will result in removal from the Health Technician (Ophthalmology), GS-0640 series and may result in termination of employment.

(3) **Loss of Credentials.** A Health Technician (Ophthalmology) who fails to maintain the required certification must be removed from the occupation, which may also result in termination of employment.

d. **Grandfathering Provision.** All persons employed in VHA as a Health Technician (Ophthalmology) on the effective date of this qualification standard are considered to have met all qualification requirements for the title, series and grade held, including certification requirements. For employees who do not meet all the basic requirements in this standard, but who met the qualifications applicable to the position at the time they were appointed to it, the following provisions apply:

(1) Such employees may be reassigned, promoted up to and including the full performance (journeyman) level, or changed to lower grade within the occupation, but may not be promoted beyond the journey level or placed in supervisory or managerial positions.

(2) Health Technicians (Ophthalmology) who were appointed on a temporary basis prior to the effective date of the qualification standard may not have their temporary appointment extended or be reappointed, on a temporary or permanent basis, until they fully meet the basic requirements of the standard.

(3) Employees initially grandfathered into this occupation, who subsequently obtain additional education and/or certification that meet all the basic requirements of the qualification standard must maintain the required credentials as a condition of employment in the occupation.

(4) Health Technicians (Ophthalmology) who are converted to title 38 hybrid status under this provision and subsequently leave the occupation lose protected status and must meet the full VA qualification standard requirements in effect at the time of reentry to the occupation.

e. **Foreign Education.** To be creditable, education completed outside the U.S. must have been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education must have been deemed at least equivalent to that gained in conventional U.S. programs.

f. **Physical Requirements.** See VA Directive and Handbook 5019.

g. **English Language Proficiency.** Health Technicians (Ophthalmology) must be proficient in spoken and written English as required by 38 U.S.C. 7402(d) and 38 U.S.C. 7407(d).

4. GRADE REQUIREMENTS

a. Creditable Experience

(1) **Knowledge of Current Health Technician (Ophthalmology) Practice.** To be creditable, the experience must have demonstrated the knowledge, skills, and abilities associated with a health care field or knowledge, skills, and abilities related to the current occupation. Experience satisfying this requirement may be paid or non-paid employment in the health care field.

(2) **Quality of Experience.** Qualifying experience must be at a level comparable to Health Technician (Ophthalmology) experience at the next lower grade level of the position being filled. For all assignments above the full performance level, the higher level duties must consist of significant scope, administrative independence, complexity (difficulty) and range of variety as described in this standard at the specified grade level and be performed by the incumbent at least 25% of the time.

(3) **Part-time Experience.** Part time experience as a Health Technician (Ophthalmology) is creditable according to its relationship to the full time work week. For example, a Health Technician (Ophthalmology) employed 20 hours per week, or on a ½ time basis, would receive

one full-time work week credit for each two weeks of service.

b. **Grade Determinations.** In addition to the basic requirements for employment in section A, the following criteria must be met when determining the grade of candidates.

(1) **Health Technician (Ophthalmology), GS-5 (Entry Level)**

(a) **Experience or Education.** None beyond the basic requirements.

(b) **Assignment.** Employees at this grade level serve in a Health Technician (Ophthalmology) entry level position and are trainee in nature. The entry level performs limited routine assignments under daily direct supervision. Deviations from unanticipated problems and unfamiliar situations are referred to the supervisor for a decision or help. Obtains and records vital signs including blood pressure, pulse, and glucose levels. Participates in performance of quality assurance activities such as staff meetings, mandatory educational in-services, quality control reports, systems redesign, and team and morale improvement.

(2) **Health Technician (Ophthalmology), GS-6 (Developmental Level 1)**

(a) **Experience.** One year of experience equivalent to the GS-5 grade level.

(b) **Assignment.** The Health Technician (Ophthalmology) at this level operates and monitors commonly used equipment performing basic screening procedures. Assists ophthalmology staff by obtaining an accurate medical and ophthalmic history, measuring and recording visual acuity, administering anesthetic eye drops, performing basic tonometry, estimating the anterior chamber depth and recording a simple spectacle reading through automated lensometry. Deviations from regular procedures, unanticipated problems, complex patients and unfamiliar situations are referred to the supervisor for a decision or assistance. Some assignments at this level also include developmental duties involving more complex procedures performed under supervision.

(c) **Demonstrated Knowledge, Skills, and Abilities (KSAs).** In addition to the experience above, the candidate must demonstrate all of the following KSAs:

1. Knowledge of general outpatient clinical policies and procedures in a healthcare environment;
2. Ability to obtain, document and record demographic and medical information from patients in order to develop an accurate medical record;
3. Ability to use basic ophthalmic equipment; and
4. Knowledge of basic disinfection of non-critical reusable medical equipment.

(3) Health Technician (Ophthalmology), GS-7 (Developmental Level 2)

(a) **Experience.** One year of experience equivalent to the GS-6 grade level.

(b) **Assignment.** At this level, the Health Technician (Ophthalmology) performs the following: triages patient phone calls or requests; ensures exam rooms are stocked with adequate supplies; instructs patients on administration of eye drops and post-operative instructions; accurately measures, compares, and evaluates pupillary responses; administers eye drops to dilate pupils; performs basic color vision screening; performs visual field testing (using Amsler grid or automated equipment). Performs basic imaging testing such as corneal topography; external photography; performs basic ocular testing such as pachymetry, tear production with test strips, glare testing, stereo acuity, contrast sensitivity, potential acuity meter, measuring spectacles using both automated and manual lensometry and transposing cylinders. The employee assists the ophthalmologist during minor ophthalmic surgical procedures and is adept at applying sterile technique and infection control procedures. Performs autorefractor to determine spectacle prescription.

(c) **Demonstrated Knowledge, Skills, and Abilities (KSA).** In addition to the experience above, the candidate must demonstrate all of the following KSAs:

1. Knowledge of anatomy and function of the eye and basic ocular pharmacology;
2. Knowledge of outpatient eye care policies and procedures in a health care environment;
3. Ability to use basic ophthalmic diagnostic equipment to perform preliminary ocular testing;
4. Ability to perform minor extraocular surgical assisting; and
5. Ability to provide eye care patient education.

(4) Health Technician (Ophthalmology), GS-8 (Full Performance Level)

(a) **Experience.** One year of experience equivalent to the GS-7 grade level.

(b) **Assignment.** This is considered to be the full performance level for this assignment. The Health Technician (Ophthalmology) at this level performs a range of standard, but complex, diagnostic procedures with responsibility for checking calibration of instruments prior to the procedure. Responsible for obtaining patient physical history, to include chief complaint; reason for visit; pertinent signs/symptoms; past history both ocular and general; family history both ocular and general; social history; and review of medications and allergies, including current ocular prescription and non-prescription medications. Accurately tests visual acuity at distance and near, with and without correction or with and without a pinhole. Measures eyeglass prescription using manual or automated lensometer, recording sphere, cylinder, axis, and prism in both plus and minus cylinder. Performs pupil evaluation recording pupil size,

shape, symmetry, reaction to light and accommodation, and any abnormalities, including relative afferent pupillary defect. Performs basic refractometry utilizing an auto refraction or habitual glass prescription in the phoropter. Instills eye medications (i.e., drops or ointments, including anesthetic, dye, dilation, cycloplegic, or antibiotics). Responsible for measuring intraocular pressure of the eye utilizing techniques, including Goldmann applanation tonometry. Performs pachymetry to determine corneal thickness and manual keratometry or automated topography to determine corneal curvature. Performs intra-ocular lens calculations using the IOL Master. Performs automated visual field testing using various perimetry machines. Performance of external photographs and fundus photography. Performs optical coherence tomography (OCT) of the anterior segment, retina and optic nerve. Performs patient screening and triage emergencies identifying ocular emergencies. Performs patient screening and telephone triage for immediate care. Assists during clinic-based ophthalmic surgery, including revision of wounds, biopsies of the eyelid lesions, cultures of conjunctiva, or cornea; reformation of anterior chamber, evacuation of hyphema, repositioning of corneal endothelial grafts, intra-vitreous injections, and laser surgical procedures. Educates patients and legal authorized representatives in eye care, including preoperative and postoperative instructions. Assists in the education and training of medical students, residents and fellows in those facilities with medical school affiliations. Ensures proper cleaning and disinfection; calibration, maintenance, backup, annual inventory and ordering of instruments, supplies and equipment; obtains quotes as needed; and reports needed repairs to biomedical engineering.

(c) **Demonstrated Knowledge, Skills, and Abilities (KSA).** In addition to the experience above, the candidate must demonstrate all of the following KSAs:

1. Ability to perform advanced tonometry and pupil evaluation;
2. Ability to perform calculations for selection of intraocular lens;
3. Knowledge of clinic based ophthalmic surgical assisting;
4. Knowledge of eye anatomy and physiology;
5. Knowledge of medication effects and proper instillation in the eye;
6. Knowledge of optics; and
7. Knowledge of proper cleaning and maintenance of clinic equipment.

(5) Health Technician (Ophthalmology), GS-9 (Advanced Level)

(a) **Experience.** One year of experience equivalent to the GS-8 grade level.

(b) **Assignment.** For all assignments above the full performance level, the higher level duties must consist of significant scope, administrative independence, complexity (difficulty)

and range of variety as described in this standard at the specified grade level and be performed by the incumbent at least 25% of the time. At the advanced level, the Health Technician (Ophthalmology) performs difficult ophthalmic technical duties with considerable latitude for the exercise of independent judgment. Duties include but are not limited to: refractometry utilizing retinoscopy to determine spectacle prescription; kinetic visual field testing (Goldmann); intraocular pressure measurements by applanation tonometry and other current methods; pupil evaluation recording pupil size, shape, symmetry, reaction to light and accommodation, and any abnormalities, including relative afferent pupillary defect; and basic slit lamp biomicroscopy evaluation to check for abnormalities prior to dilation (i.e.: anterior chamber depth/iris anomalies). The technician may perform advanced color vision testing of the entire visual spectrum to detect complex color vision defects such as monochromats, dichromats and anomalous trichromats. Measures eyeglass prescriptions using manual lensometer, recording sphere, cylinder, axis and prism in both plus and minus cylinder. Performs A-scan ultrasonography, including intra-ocular lens calculations, using immersion A-scan on eyes with complex pathology such as corneal scarring, irregular and/or high astigmatism, zonular weakness, high refractive error that requires multiple alternative calculating formulas. Performs B-scan ultrasonography to identify intraocular masses or abnormalities. Determines the corneal curvature by either manual keratometry or automated topography. Performs fluorescein or indocyanine green (icg) angiography, with diagnostic photography of retinal vessels. Performs slit lamp photography. May perform anterior segment OCT, confocal microscopy, electroretinography, electrooculography, and visual evoked potential. Assists in minor clinical surgical procedures, including laser surgery and intravitreal injections. Scrub technician assists in main OR surgical procedures, set up of sterile fields, operation and maintenance of phacoemulsification and vitrectomy units, cryosurgery, endolaser units, all of which require a thorough understanding of complex instrumentation and the ability to troubleshoot problems quickly and efficiently during surgical procedures and care of instruments. Assists with the microbiology testing of patients with sight-threatening ocular infections, preparing instrumentation and media for intraocular biopsy and/or culture. Performs thorough preparatory cleaning of critical reusable medical equipment in the operating room. Responsible for training other health technicians (ophthalmology).

(c) **Demonstrated Knowledge, Skills, and Abilities (KSA).** In addition to the experience above, the candidate must demonstrate all of the following KSAs:

1. Knowledge of advanced clinical optics, advanced ocular motility, advanced diagnostic testing, and microbiology testing;
2. Knowledge of ophthalmic surgical instruments;
3. Knowledge of appropriate preparatory cleaning of reusable medical equipment; and
4. Ability to assist in ophthalmic surgical procedures performed in the main operation room.

(6) **Lead Health Technician (Ophthalmology), GS-9**

(a) **Experience.** One year of experience equivalent to the GS-8 grade level.

(b) **Assignment.** For all assignments above the full performance level, the higher level duties must consist of significant scope, administrative independence, complexity (difficulty) and range of variety as described in this standard at the specified grade level and be performed by the incumbent at least 25% of the time. The Lead Health Technician (Ophthalmology) carries additional responsibilities that involve the oversight of specific services within the ophthalmology clinic. The Lead Health Technician (Ophthalmology) may assist with technician oversight duties including: making work assignments, monitoring work flow, providing input on performance, resolving daily workplace issues, and maintaining efficient flow of patient care. They may provide training to eye care staff, students and/or trainees; and may provide input into special advancements, promotions, and disciplinary actions.

(c) **Demonstrated Knowledge, Skills, and Abilities (KSA).** In addition to the experience above, the candidate must demonstrate all of the following KSAs:

1. Ability to work with a team to provide technical guidance, plan, organize, and coordinate activities of a Health Technician (Ophthalmology) in order to effectively complete job duties of assignment such as distributing workload, monitoring the status and progress of work, monitoring accuracy of work, etc.;

2. Ability to communicate effectively in order to meet program objectives. This may include preparing reports in various formats and presenting data to various organizational levels;

3. Ability to assist in Health Technician (Ophthalmology) development, outcome management, and strategic planning; and

4. Ability to act as liaison between Health Technicians (Ophthalmology) to resolve informal employee complaints and concerns.

(7) **Supervisory Health Technician (Ophthalmology), GS-9**

(a) **Experience.** One year of experience equivalent to the GS-8 grade level.

(b) **Assignment.** For all assignments above the full performance level, the higher level duties must consist of significant scope, administrative independence, complexity (difficulty) and range of variety as described in this standard at the specified grade level and be performed by the incumbent at least 25% of the time. Supervisory Health Technicians (Ophthalmology) at the GS-9 grade level generally are found in Complexity Level 2 (Medium Complexity) or Complexity Level 3 (Low Complexity) facilities. Supervisors may perform other complex ancillary assignments and program management duties such as overseeing the integration between ophthalmic medical devices and the electronic medical record system, serving as the point of contact and lead for the Eye Care electronic health record and serving as the liaison between other departments and services. The supervisory Health Technician (Ophthalmology) is responsible for the supervision, administrative management, and direction of Health Technician (Ophthalmology) auxiliary staff. May be delegated full administrative and professional responsibility for planning and directing the Health Technician (Ophthalmology)

staff activities for the service or equivalent unit at an independent outpatient clinic. Has full supervisory responsibility over a section or equivalent work unit. Typical duties include preparing work assignments, monitoring clinical performances of Health Technician (Ophthalmology) staff, conducting performance appraisals, and other clinical and administrative responsibilities to ensure that the mission of the service and the medical center has been satisfied. The supervisor assures compliance with accrediting agency and regulatory requirements, establishes and monitors the quality of the pre-analytical processes as part of the overall Health Technician (Ophthalmology) service quality management program, and assures corrective action is initiated as needed. Assures orientation and competency assessment of assigned staff, and supervises interactions of Health Technicians (Ophthalmology) with affiliate ophthalmology residents. Develops policies and procedures, manages document control, develops performance standards, position descriptions and functional statements, and is responsible for professional and administrative management of an assigned area to include budget execution. Maintains interdepartmental relations with other services to accomplish medical center goals. May have overall responsibility for planning, assessing, and evaluating programs to ensure proper coordination between care delivered by the program and overall delivery of healthcare within the facility, or coordination of non-VA care as appropriate.

(c) **Demonstrated Knowledge, Skills, and Abilities (KSA).** In addition to the experience above, the candidate must demonstrate all of the following KSAs:

1. Demonstrated leadership and managerial skills, and skills in interpersonal relations and conflict resolution to deal with employees, team leaders, providers, and managers;

2. Ability to perform the full range of supervisory duties, which includes responsibility for assignment of work to be performed; performance evaluations; selection of qualified staff; and recommendation of awards, advancements, and, when appropriate, disciplinary actions; and

3. Ability to plan, organize, coordinate clinical work flow, set short and/or long term goals for the section, and conduct studies on technical and administrative problems, including personnel shortages, organizational structure, and new technology.

(8) Supervisory Health Technician (Ophthalmology), GS-10

(a) **Experience.** One year of experience equivalent to the next lower grade level.

(b) **Assignment.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty), and range of variety, and be performed by the incumbent at least 25% of the time. Supervisory Health Technicians (Ophthalmology) at the GS-10 grade level generally are found in Complexity Level 1 (High Complexity) facilities, or in facilities of lesser complexity levels where large ophthalmology services are found. Supervisors may perform other complex assignments and program management duties such as overseeing the integration between ophthalmic medical devices and the electronic medical record system. The Supervisory Health Technician (Ophthalmology) is responsible for the supervision, administrative management, direction of ophthalmology staff, and supervises interactions of Health Technicians (Ophthalmology) with

affiliate ophthalmology residents. May be delegated full administrative and professional responsibility for planning and directing the ophthalmology staff activities for the service or equivalent unit at an independent outpatient clinic. Has full supervisory responsibility over a section or equivalent work unit. Typical duties include preparing work assignments, monitoring clinical performances of ophthalmology staff, volunteers, and/or students, conducting performance appraisals, and other clinical and administrative responsibilities to ensure that the mission of the service and the medical center has been satisfied. Assures compliance with accrediting agency and regulatory requirements, and the quality management program, assuring corrective action is initiated as needed. Assures orientation and competency assessment of assigned staff. Develops policies and procedures; manages document control; develops performance standards, position descriptions and functional statements; and is responsible for professional and administrative management of an assigned area to include budget execution. Maintains interdepartmental relations with other services to accomplish medical center goals. May have overall responsibility for planning, assessing, and evaluating programs to ensure proper coordination between care delivered by the program and overall delivery of healthcare within the facility, or coordination of non-VA care as appropriate.

(c) **Demonstrated Knowledge, Skills, and Abilities (KSA).** In addition to meeting the all KSAs for the GS-10 grade level, the candidate must demonstrate the potential to acquire the assignment-specific KSA designated by an asterisk (*).

1. Ability to work independently to set priorities, delegate tasks, meet multiple deadlines, analyze organizational problems, and develop and implement effective solutions to optimize quality, efficiency, performance, and productivity within the service;

2. Ability to develop policy, manage equipment requests, and provide workload analysis in Ophthalmology Service;

3. Demonstrated leadership and managerial skills including skill in interpersonal relations and conflict resolution to deal with employees, team members, managers and other departments; and

*4. Ability to perform the full range of supervisory duties which includes responsibility for assignment of work to be performed; competency assessments; performance evaluations; selection of staff; and recommendation of awards, advancements, and when appropriate, disciplinary actions.

(9) **Health Technician Program Coordinator (Ophthalmology), GS-11**

(a) **Experience.** One year of experience equivalent to the GS-10 grade level.

(b) **Assignment.** For all assignments above the full performance level, the higher level duties must consist of significant scope, administrative independence, complexity (difficulty) and range of variety as described in this standard at the specified grade level and be performed by the incumbent at least 25% of the time. The Program Coordinator is generally found in Complexity Level 1 (High Complexity) facilities, or in facilities of lesser complexity levels where large ophthalmology services are found. Has full responsibility for managing the

day to day activities of the clinic and may supervise all phases of a facility specialty program. These duties include but are not limited to promoting health education for patients and staff; patient care coordination; referral and consults, oversight of surgery scheduling and coordination; preceptor and mentorship of personnel; quality improvement activities; patient advocate; polytrauma liaison for all ophthalmology issues, and participation in and coordination of approved research projects. Responsible for the overall technical and administrative oversight for operations within their program area to include coordination with multidisciplinary team members, as well as liaison with other sections that support ophthalmology care, such as Nursing Service, Telephone Care, Sterile Processing Service, Pharmacy, and Infection Control. Typically these duties include assigning and evaluating the work of subordinate staff; resolving problems which may interfere with patient examination or treatment; providing Health Technician (Ophthalmology) services in more complex and non-standard cases; evaluating new products and equipment and making recommendations concerning developments which would improve operations; participating as an instructor in the facility's clinical training program; making final decisions on selections based on recommendations from subordinate supervisors or leads. At this level, assignments include intrafacility, interfacility and interagency coordination of care, triage and coordination of urgent ophthalmic patients, program evaluation and analysis, budgetary issues and planning. Assures orientation and competency assessment of assigned staff and maintains interdepartmental relations with other services to accomplish medical center goals. Plans and develops policies, procedures and goals, interprets, implements and educates staff on applicable VHA directives, handbooks, or other policies. Has overall responsibility for planning, assessing, and evaluating programs to ensure proper coordination between care delivered by the program and overall delivery of healthcare within the facility, or coordination of non-VA care as appropriate.

(c) **Demonstrated Knowledge, Skills, and Abilities (KSA).** In addition to the experience above, the candidate must demonstrate all of the following KSAs:

1. Ability to perform the full range of supervisory duties, which includes responsibility for assignment of work to be performed; competency assessments; performance evaluations; selection of staff; and recommendation of awards, advancements, and when appropriate, disciplinary actions;

2. Ability to analyze clinically appropriate data and make recommendations to optimize quality, efficiency, performance, and productivity within service;

3. Advanced understanding of interdisciplinary issues and VA organizational structure to serve as liaison between eye care and other programs that would affect coordination of care, healthcare access, program evaluation, assessment and planning for future needs; and

4. Demonstrated leadership and managerial skills in interpersonal relations and conflict resolution to deal with employees, team leaders, providers and managers.

5. DEVIATIONS

- a. The appointing official may, under unusual circumstances, approve reasonable deviations to the grade determination requirements for Health Technicians (Ophthalmology) in VHA whose composite record of accomplishments, performance, and qualifications, as well as current assignments, warrant such action based on demonstrated competence to meet the requirements of the proposed grade.
- b. Under no circumstances will the requirement for certification at the full performance level or above be waived.
- c. The placement of individuals in grade levels not described in this standard must be approved by the Under Secretary for Health, or designee, in VHA Central Office.

RESPONSIBLE OFFICE: Human Resources and Administration/Operations, Security and Preparedness (HRA/OSP) (006), Office of the Chief Human Capital Officer (OCHCO) (05), Recruitment and Placement Policy Service (059)