

STAFFING

- 1. REASON FOR ISSUE:** To revise the Department of Veterans Affairs (VA) qualification standard for Dietitian, GS-0630, appointed under 38 U.S.C. § 7401(3), Appointments in Veterans Health Administration and 38 U.S.C. § 7405(a)(1)(B), Temporary full-time appointments, part-time appointments and without-compensation appointments.
- 2. SUMMARY OF CONTENTS/MAJOR CHANGES:** This handbook contains mandatory procedures on staffing. This revised qualification standard updates the Dietitian qualification requirements in VA Handbook 5005, Part II, Appendix G20 under VA's title 38 hybrid excepted service employment system in accordance with the authority established under P.L. 111-163, Caregivers and Veterans Omnibus Health Services Act of 2010. VA Secretary has authority under 38 U.S.C. § 7402, Qualifications of appointees, to prescribe qualifications for occupations identified in or established under 38 U.S.C. § 7401(3), Appointments in Veterans Health Administration and 38 U.S.C. § 7405(a)(1)(B), Temporary full-time appointments, part-time appointments and without-compensation appointments. The revised standard is effective on the date of this publication. The Office of the Chief Human Capital Officer, Recruitment and Placement Policy Service will incorporate the changes into the electronic version of VA Handbook 5005, Staffing, maintained on the [Office of the Chief Human Capital Officer website](#) and [VA Publications website](#). Significant changes include:
 - a. Revises all assignments and titles.
 - b. Eliminates the Dietetic Internship Director, GS-13 and the Assistant Service Chief, GS-13 assignments.
 - c. Adds new assignments for Dietitian (Informatics), GS-07, 09, 11; Supervisory Dietitian (Informatics), GS-11; Veterans Integrated Service Network (VISN) Program Coordinator, GS-13 and National Program Coordinators, GS-13 and GS-14.
 - d. Removes the education substitution at the GS-11 journey level.
 - e. Clarifies the requirement for Commission on Dietetic Registration (CDR) and the exception for applicants not yet registered.
- 3. RESPONSIBLE OFFICE:** Office of the Chief Human Capital Officer (05), Recruitment and Placement Policy Service (059).
- 4. RELATED DIRECTIVE:** VA Directive 5005, Staffing.

5. **RESCISSIONS:** VA Handbook 5005/80, Part II, Appendix G20, dated September 5, 2014.

CERTIFIED BY:

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

/s/

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APPENDIX G20. DIETITIAN QUALIFICATION STANDARD

GS-0630

Veterans Health Administration

1. **[COVERAGE]**. The following are requirements for appointment or placement as a Dietitian in the Veterans Health Administration (VHA). These requirements apply to all VHA Dietitians in the General Schedule (GS)-0630 occupational series. Dietitians are experts in the disciplines of nutrition and food. They translate the complex science of nutrition into healthy, real-world solutions for customers. Dietitians within VHA are fully integrated into a health care team and work within a variety of settings, including but not limited to inpatient, outpatient, long-term care, food operations and community clinics. Dietitians in a clinical setting are responsible for utilizing the Nutrition Care Process (NCP) framework to provide patient-centered care using evidenced-based guidelines to make decisions. Dietitians in the food service setting are responsible for the scientific preparation and service of high-quality food by selection, requisition, receipt, storage, issuance and transportation of food and supplies. They ensure robust and effective sanitation, safety, competency and training programs.
2. **DEFINITIONS.**
 - a. **Appointing Official.** The Human Resources Officer has appointing authority to process and authenticate notifications of personnel actions and authority to effect management-approved employment actions on behalf of officials, employees and facilities for which service is provided.
 - b. **Approving Official.** The VISN Director, Facility Director or Under Secretary for Health or designee (for VHA central office appointments) is the approving official and will determine whether to approve or disapprove the appointment of employees in hybrid occupations.
 - c. **Journey Level.** The full performance level for this qualification standard is the GS-11 grade level.
 - d. **Creditable Experience.** To be creditable, the experience must have required the use of knowledge, skills and abilities (KSAs) associated with current professional dietetic practice and must have been gained post registration. This may be evidenced by one or more of the following:
 - (1) The equivalent of 1 year of active professional practice. Active professional practice means paid/non-paid employment as a registered Dietitian.
 - (2) Academic course work leading to an advanced graduate degree in nutrition or a related health care field.

- e. **Quality of Experience.** Qualifying experience must be comparable to dietetic 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 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.
- f. **Part-Time Experience.** Part-time experience as a registered Dietitian is credited according to its relationship to the full-time workweek. For example, a registered Dietitian employed 20 hours per week, or on a half-time basis, would receive 1 full-time work week of credit for each 2 weeks of service.
- g. **Accreditation Council for Education in Nutrition and Dietetics.** Accreditation Council for Education in Nutrition and Dietetics (ACEND®) is the Academy of Nutrition and Dietetics' accrediting agency for education programs preparing students for careers as registered Dietitian Nutritionists (RDN).
- h. **Registered Dietitian Nutritionist and Registered Dietitian.** RDN and Registered Dietitian (RD) credentials are the same and both are qualifying. The difference between RDN and RD is in name only due to a change by the professional academy in 2014. In this standard, the term RDN will be used.

3. BASIC REQUIREMENTS.

- a. **Citizenship.** Be a citizen of the United States (U.S.). Non-citizens may be appointed when it is not possible to recruit qualified citizens in accordance with 38 U.S.C. § 7407(a).
- b. **Registration.**
 - (1) All applicants must hold the RDN credential from the Commission on Dietetic Registration (CDR) the credentialing agency of the Academy of Nutrition and Dietetics. Note: Applicants who hold the RDN credential have met the education requirement (e.g. bachelor's degree or higher) of CDR, as such this occupation is considered professional and scientific with a positive education requirement and the procedures in Part I, Chapter 4 of this Handbook will be followed when applying Veteran's preference.
 - (2) **Exception for Dietitians who do not possess the RDN credential.**
 - (a) Non-credentialed Dietitians who meet the basic qualification requirements and have fulfilled the requirements below, but do not possess the RDN credential, may be given a temporary full-time appointment not to exceed one year under the authority of 38 U.S.C. § 7405(c)(2).

occupation and/or assignment, which may also result in separation from employment.

- d. **Grandfathering Provision.** Employees in VHA in this occupation, under a permanent, appropriate and legal placement on the effective date of the qualification standard, are considered to have met all qualification requirements for the grade and/or assignment held, including positive education and registration/certification, where applicable. Employees appointed on a temporary basis prior to the effective date of the qualification standard may not have their temporary appointment extended or be reappointed, either on a temporary or permanent basis until they fully meet the basic requirements of the standard. The following provisions apply to employees who do not meet all the qualification requirements:
- (1) Employees may be reassigned, promoted up to and including the full performance (journey) level or changed to a lower grade within the occupation, but may not be promoted beyond the journey level or be newly placed in a supervisory or managerial position.
 - (2) Employees must meet the assignment-specific certification/education requirements to be placed in Dietitian (Advanced Level Practice) or Dietitian (Dietetic Internship Director) assignments.
 - (3) Employees initially grandfathered into this occupation who subsequently obtain additional education and/or registration/certification that meet all the qualification standard's basic or assignment-specific requirements must maintain the required credentials as a condition of employment in the occupation/assignment.
 - (4) Employees retained in this occupation 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 re-entry in the occupation.
- e. **Physical Requirements.** See VA Directive and Handbook 5019, Employee Occupational Health Service for requirements.
- f. **English Language Proficiency.** Dietitian candidates must be proficient in spoken and written English in accordance with 38 U.S.C. § 7403(f).

4. OFFICIAL POSITION TITLES. All positions must use an approved title and grade level as described below and duties must meet the definition of the assignment:

- a. Dietitian (Clinical), GS-07
- b. Dietitian (Clinical), GS-09

- c. Dietitian (Clinical), GS-11
- d. Dietitian (Informatics), GS-07
- e. Dietitian (Informatics), GS-09
- f. Dietitian (Informatics), GS-11
- g. Supervisory Dietitian (Informatics), GS-11
- h. Dietitian (Advanced Level Practice), GS-12
- i. Dietitian (Dietetic Internship Director), GS-12
- j. Dietitian (Facility Program Coordinator), GS-12
- k. Supervisory Dietitian (Food Operations), GS-12
- l. Supervisory Dietitian (Clinical Nutrition), GS-12
- m. Supervisory Dietitian (Clinical Nutrition), GS-13
- n. Supervisory Dietitian (Food Operations), GS-13
- o. Supervisory Dietitian (Facility Program Coordinator), GS-13
- p. Dietitian (VISN Program Coordinator), GS-13
- q. Dietitian (National Program Coordinator), GS-13
- r. Supervisory Dietitian (Chief, Nutrition and Food Services), GS-13
- s. Supervisory Dietitian (Chief, Nutrition and Food Services), GS-14
- t. Dietitian (VISN Program Coordinator), GS-14
- u. Dietitian (National Program Coordinator), GS-14

5. GRADE DETERMINATIONS. All individuals assigned to this occupation must meet all the basic qualification requirements in paragraph 3 a-f and all the requirements defined in the specific assignment.

a. Dietitian (Clinical), GS-07.

- (1) **Experience or Education.** None beyond the basic requirements.
- (2) **Assignment.** Employees in this assignment serve in a Dietitian (Clinical) entry-level developmental position. They work under the guidance of a Dietitian who is at the full performance level or above, performing

increasingly complex tasks designed to prepare them for promotion. Clinical Dietitians conduct nutrition assessments for patients with lower acuity using the NCP while developing skills to apply evidence-based nutrition practice guidelines. Clinical Dietitians learn to interpret research, apply whole health principles and develop patient-centered goals. They develop skills in accurate record keeping of clinical activities and complete patient encounters using approved systems. Clinical Dietitians comply with The Joint Commission (TJC) requirements and other accrediting agency standards to ensure safe and quality patient care. They collaborate with the Food Operations Section to enhance the Veterans' dining experience and ensure patient satisfaction.

b. Dietitian (Clinical), GS-09.

- (1) **Experience.** At least one year of experience equivalent to the next lower grade level.

OR

- (2) **Education.** Master's degree from a regionally accredited university or college.

- (3) **Knowledge, Skills and Abilities.** In addition to the experience or education above, the candidate must demonstrate the following KSAs:

- (a) Knowledge of various accrediting and regulatory requirements.
- (b) Knowledge of virtual technology to provide nutrition care.
- (c) Ability to deliver patient care using the NCP (e.g., assessment, diagnosis, intervention, monitoring and evaluation).
- (d) Ability to apply evidence-based nutrition practices to improve patient outcomes.
- (e) Ability to develop patient-centered goals.
- (f) Ability to collect data for performance improvement studies.
- (g) Ability to collaborate with stakeholders.

- (4) **Assignment.** Employees in this assignment serve in a Dietitian (Clinical) developmental position. They perform increasingly complex tasks under general supervision. Clinical Dietitians conduct nutrition assessments using the NCP. They develop skills in applying evidence-based nutrition practice guidelines, interpreting research and utilizing whole health principles to develop patient-centered goals and improve outcomes. Clinical Dietitians also utilize virtual care technology to improve access to care. They

maintain accurate record keeping of daily clinical activities and patient encounters using approved systems. Clinical Dietitians comply with TJC and other accrediting agency standards to ensure safe and quality patient care. They collect data related to performance improvement activities within Nutrition and Food Services (NFS) and assist in implementing new initiatives. Clinical Dietitians collaborate with the Food Service Section to enhance the Veterans' dining experience, support patient satisfaction and serve as a liaison between clinical units and the food service section.

c. **Dietitian (Clinical), GS-11.**

- (1) **Experience.** At least one year of experience as an RDN equivalent to the next lower grade.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Skill in delivering patient care using the NCP (e.g., assessment, diagnosis, intervention, monitoring and evaluation).
 - (b) Skill in interpreting research to apply evidence-based nutrition practices to improve patient outcomes.
 - (c) Skill in developing patient-centered goals.
 - (d) Skill in analyzing data for performance improvement studies.
 - (e) Skill in collaborating with stakeholders.
 - (f) Ability to comply with various accrediting, regulatory and agency authorities.
- (3) **Assignment.** Employees in this assignment serve in a Dietitian (Clinical) full performance level position. Clinical Dietitians conduct comprehensive nutrition assessments for Veterans using the NCP (e.g., assessment, diagnosis, intervention, monitoring and evaluation), assuring high-quality nutrition care. They apply evidence-based nutrition practice guidelines, interpret research and utilize whole health principles to develop patient-centered goals and improve outcomes. Clinical Dietitians also utilize virtual care technology to improve access to care. They are accountable for independent and accurate record keeping, autonomous coverage of daily clinical activities and efficiently completing patient encounters using approved systems. Clinical Dietitians are knowledgeable of and ensure work accomplishments comply with TJC and other accrediting agency standards and ensure continuous improvement of safe and quality care. They collect and analyze data related to performance improvement activities within NFS, lead activities in the implementation of new initiatives

and collaborate with stakeholders. Clinical Dietitians frequently collaborate with the food service section and leadership staff to enhance the Veteran's dining experience, support patient satisfaction and serve as a liaison between clinical units and the Food Service Section.

d. **Dietitian (Informatics) GS-07.**

- (1) **Experience or Education.** None beyond the basic requirements.
- (2) **Assignment.** Employees in this assignment serve in a Dietitian (Informatics) entry-level developmental position. Informatics Dietitians work under the guidance of a Dietitian at the full performance level or above, performing increasingly complex tasks designed to prepare them for promotion. Informatics Dietitians acquire skills in food service technology, working toward coordinating and implementing technology into the operation. They gain skills in the operation of VHA- supported software programs and/or commercial off-the-shelf software (COTS) to support the effective management of food operations and patient meal services. Informatics Dietitians gain skills in using technology for meal production, meal service and temperature control. They learn to create and revise menus, complete nutrient analyses and ensure menus follow required diet guidelines. Informatics Dietitians participate in a menu committee. They learn to standardize recipes and estimate the cost to ensure they are economical and within budgetary constraints. Informatics Dietitians review educational materials and references for compliance with policy and procedures for the Nutrition Communication Center (NCC). They assist in the review of NCC productivity reports and support downtime procedures and train employees. Informatics Dietitians gain knowledge of technical and technological developments in nutrition informatics and dietetics and oversee/complete all aspects of employee training related to computer systems, menus and informatics. They assist in the department Automated Data Processing Application Coordinator (ADPAC) role. They review and update the NFS SharePoint site. Informatics Dietitians collaborate with the clinical nutrition section to enhance the Veterans dining experience and support patient satisfaction.

e. **Dietitian (Informatics), GS-09.**

- (1) **Experience.** At least one year of experience equivalent to the next lower grade level.

OR
- (2) **Education.** Master's degree from a regionally accredited university or college.

- (3) **Knowledge, Skills and Abilities.** In addition to the experience or education above, the candidate must demonstrate the following KSAs:
 - (a) Knowledge of nutritional standards and requirements.
 - (b) Ability to manage computer software programs relative to food service systems.
 - (c) Ability to develop training and reference materials.
 - (d) Ability to evaluate data to improve outcomes.
 - (e) Ability to provide training related to food service systems technology.
 - (f) Ability to collaborate with stakeholders.

- (4) **Assignment.** Employees in this assignment serve in a Dietitian (Informatics) developmental position. Informatics Dietitians perform increasingly complex tasks under general supervision. They develop skills to plan, coordinate and implement food service technology as well as offer recommendations for improvement within the service. Informatics Dietitians develop skills in the management of VHA-supported software programs and/or COTS to support food operations and patient meal services. They utilize technology for meal production, meal service and temperature control. Informatics Dietitians create and revise menus, complete nutrient analyses and ensure menus follow required diet guidelines and are signed off on by a higher-level Dietitian. They assist in leading a menu committee. Informatics Dietitians have become increasingly independent in standardizing recipes and ensuring costs are within budget. They develop and maintain educational materials and references, ensuring they comply with policy and procedures as needed for the NCC. Informatics Dietitians review NCC productivity reports and support downtime procedures, helping ensure procedures remain updated so that employees can be trained on the implementation. They are knowledgeable of technical and technological developments in nutrition informatics and dietetics and oversee/complete all aspects of employee training related to computer systems, menus and informatics. Informatics Dietitians participate as the service ADPAC between administration, food services, clinical staff and the Office of Information Technology (OI&T) regarding clinical information system processes. They review and update the NFS SharePoint site. Informatics Dietitians collaborate with the clinical nutrition section to enhance the Veteran's dining experience, support patient satisfaction and serve as a liaison between the food service section and the clinical units.

f. **Dietitian (Informatics), GS-11.**

- (1) **Experience.** One year of experience as an RDN Dietitian equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Skill in managing computer software programs relative to food service systems.
 - (b) Skill in applying nutritional knowledge to develop menus ensuring nutritional standards are met.
 - (c) Skill in developing training and reference materials.
 - (d) Skill in evaluating data to improve outcomes.
 - (e) Skill in providing training related to food service systems technology.
 - (f) Skill in collaborating with stakeholders.
- (3) **Assignment.** Employees in this assignment serve in a Dietitian (Informatics) full performance level position. Informatics Dietitians are thoroughly knowledgeable of and responsible for planning, coordinating and implementing food service technology as well as ensuring continuous evaluation and improvement within the service. They independently manage VHA-supported software programs and/or COTS to support the effective management of food operations and patient meal services including entering and maintaining ingredients, recipes, nutritional data and menus. Informatics Dietitians fully oversee the technology used for meal production, meal service and temperature control. They lead a menu committee. Informatics Dietitians ensure recipes are standardized, costed and within budgetary constraints. They create, revise and sign off on menus, complete nutrient analyses of regular and modified menus and ensure menus follow required diet guidelines. Informatics Dietitians oversee and are responsible for developing and maintaining training and reference materials for the NCC. They manage productivity reports and complete audits for the NCC. Informatics Dietitians coordinate and support downtime procedures for the NCC, ensuring procedures remain up to date. As a subject matter expert in nutrition informatics and food service technology, Informatics Dietitians use their expertise to complete all aspects of training related to computer systems, menus and informatics for NFS employees. They frequently collaborate with the clinical nutrition section and leadership staff to enhance the Veteran's dining experience and support patient satisfaction. Informatics Dietitians act as a department ADPAC serving as the liaison between administration, food services, clinical staff and OI&T regarding clinical information system processes. They manage and update the service SharePoint site.

g. **Supervisory Dietitian (Informatics), GS-11.**

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Skill in managing computer software programs relative to food service systems.
 - (b) Skill in applying nutritional knowledge to develop menus ensuring nutritional standards are met.
 - (c) Skill in developing training and reference materials.
 - (d) Skill in evaluating data to improve outcomes.
 - (e) Skill in providing training related to food service systems technology.
 - (f) Skill in collaborating with stakeholders.
 - (g) Ability to supervise subordinate staff (i.e., plan, organize, delegate, direct, control and review activities and performance).
- (3) **Assignment.** Employees in this Supervisory Dietitian assignment serve as a Supervisory Informatics Dietitian and oversee the NCC. The incumbent must spend 25% or more of their time providing administrative and technical supervision. They serve as technical advisors to staff and represent the NCC on projects, committees and/or workgroups. Supervisory Informatics Dietitians supervise NCC wage grade and/or GS employees at grades 6 or below; and provide oversight, leadership and personnel management. They exercise full authority to plan, direct and assess the workload and competence of all subordinate staff members. Supervisory Informatics Dietitians use electronic programs to produce reports, analyze data and improve personnel efficiency and productivity in the NCC. They are thoroughly knowledgeable of and responsible for planning, coordinating and implementing food service technology as well as ensuring continuous evaluation and improvement. Supervisory Informatics Dietitians independently manage VHA-supported software programs and/or COTS to support the effective management of food operations and patient meal services including entering and maintaining ingredients, recipes, nutritional data and menus. They fully oversee the technology used for meal production, meal service and temperature control. Supervisory Informatics Dietitians lead a menu committee and

ensure recipes are standardized, costed and within budgetary constraints. They create, revise and sign off on menus, complete nutrient analyses of regular and modified menus and ensure menus follow required diet guidelines. Supervisory Informatics Dietitians oversee and are responsible for developing and maintaining training and reference materials for the NCC. They manage productivity reports and complete audits for the NCC. Supervisory Informatics Dietitians coordinate and support downtime procedures for the NCC, ensuring procedures remain up to date. As a subject matter expert in nutrition informatics and food service technology, they complete all aspects of training related to computer systems, menus and informatics for NFS employees. Supervisory Informatics Dietitians frequently collaborate with the clinical nutrition section and leadership staff to enhance the Veteran dining experience and support patient satisfaction. They act as a service ADPAC as the liaison between administration, food services, clinical staff and OI&T regarding clinical information system processes. Supervisory Informatics Dietitians manage and update the service SharePoint site.

h. Dietitian (Advanced Level Practice), GS-12.

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Certification.** Must hold an advanced practice certification from a nationally recognized certifying body such as the Commission on Dietetic Registration, the Association of Diabetes Care and Education Specialists or the National Board of Nutrition Certification. The certification must be directly related to the assignment being filled. For example, where the assignment requires diabetes management, a Board Certified-Advanced Diabetes Management or Certified Diabetes Care and Education Specialists certification is qualifying. Commonly held certifications include Board Certified Specialist in Renal Nutrition; Board Certified Specialist in Gerontological Nutrition; Registered Dietitian Nutritionist-Advanced Practitioner; Certified Nutrition Support Clinician.
- (3) **Knowledge, Skills and Abilities.** In addition to the experience and certification above, the candidate must demonstrate the following KSAs:
 - (a) Skill in leading a team in the implementation of nutrition-related activities.
 - (b) Skill in utilizing evidence- based practice guidelines to establish or modify goals and improve patient outcomes.
 - (c) Ability to communicate in writing to develop policies and standard operating procedures.

- (d) Ability to serve as a nutrition expert, providing technical guidance, direction and staff development.
 - (e) Ability to lead research or performance improvement studies.
 - (f) Ability to present complex nutrition information to a large group of health care providers to persuade and influence provision of care.
- (4) **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. Employees in this assignment serve as an Advanced-Level Dietitian. They conduct comprehensive nutrition assessments for Veterans using the NCP assuring high-quality nutrition care under an advanced and expanded scope of practice. Advanced-Level Dietitians lead a multi-disciplinary team developing nutrition-related services, policies, procedures and/or protocols. They provide consultative services regarding advanced therapies and research in providing quality nutritional care. Advanced-Level Dietitians develop, monitor and direct practice-specific benchmarks based on standards of care or national initiatives. They utilize knowledge, expertise, principles and/or current research to plan, implement and evaluate organizational initiatives. Advanced-Level Dietitians lead the implementation of new nutrition initiatives or a change in practice to achieve strategic goals. They establish goals, measure outcomes and report progress toward meeting goals to medical center committees, health care teams and/or professional groups. Advanced-Level Dietitians lead staff, create and validate competencies and develop training activities. They lead nutrition research studies or performance improvement and communicate findings through reports, abstracts, presentations and/or peer-reviewed professional publications. Advanced-Level Dietitians present at seminars, workshops and lectures to convey current nutrition information on new and changing concepts. This assignment must represent substantial additional responsibility over and above that required at the full performance grade level and cannot be used as the full performance level of this occupation.

i. **Dietitian (Dietetic Internship Director), GS-12.**

- (1) **Experience.** Three years of experience post registration.
- (2) **Education.** Master's degree or higher from an accredited university or college.
- (3) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:

- (a) Skill in utilizing data for program improvement to ensure compliance with various accrediting, regulatory and agency authorities.
 - (b) Ability to coordinate class schedules, training activities, seminars and supervised practice experience within the health care system and affiliated sites.
 - (c) Ability to implement all aspects of an internship program including developing program goals and objectives, curriculum and policies and procedures to ensure compliance with accreditation and regulatory requirements.
 - (d) Ability to oversee the process for the selection of students for the internship program.
 - (e) Ability to evaluate progress towards meeting core competencies.
- (4) **Assignment.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty) and variety and be performed by the incumbent at least 25% of the time. Employees in this assignment serve as Dietetic Internship Director. They are responsible for administering all aspects of an accredited dietetic internship program. Dietetic Internship Directors oversee the daily operations of the program and ensure education, curriculum, policies and procedures are in compliance with the ACEND® requirements and are compatible with regulations and procedures for Associated Health Trainees set forth by the VA Office of Academic Affiliations. They develop, document, track and assess program goals to ensure the program produces measurable results through data evaluation and improved program outcomes and customer experience. Dietetic Internship Directors are responsible for writing the self-study for re-accreditation and facilitating the ACEND® site visit. They are responsible for maintaining up-to-date program information accessible through online sources, coordinating program marketing events such as an intern open house, outreach and selection of dietetic interns. This includes establishing an intern selection committee, selection criteria for application to the program and reviewing and evaluating all applications prior to selection. Dietetic Internship Directors are responsible for planning and coordinating intern rotations, class schedules and outside seminars with preceptors, presenters and community affiliations. This may include establishing, administering, maintaining and coordinating affiliations with community programs (local food bank; Women, Infants and Children; etc.) and/or with affiliated universities for the combined master's intern program curriculum. They coordinate maintenance of affiliation agreements between the VA facility and affiliated agencies and resolve policy, program and project issues associated with combined master's program and outside affiliations.

Dietetic Internship Directors provide and/or coordinate preceptor training and ensure ongoing preceptor competency. They provide direction, orientation, coaching, in-service training and ongoing education programs related to the dietetic internship program. Dietetic Internship Directors ensure timely completion of rotation evaluation and meet with interns to ensure progress towards program completion. They issue the trainee verification statement of internship completion and maintain permanent records as required by ACEND®. In accordance with ACEND® requirements, Dietetic Internship Directors in VA must be full-time employees.

j. **Dietitian (Facility Program Coordinator), GS-12.**

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Knowledge of program administration establishes program goals and objectives, coordinates activities, evaluates accomplishments and solves problems.
 - (b) Skill in developing quality improvement or research activities.
 - (c) Skill in developing training and reference materials.
 - (d) Ability to develop policies and procedures.
 - (e) Ability to provide program-specific coordination to include leadership, technical advice and staff development.
- (3) **Assignment.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty) and variety and be performed by the incumbent at least 25% of the time. Employees in this assignment serve as Facility Dietitian Program Coordinator leading a multi-disciplinary team. Dietitian Program Coordinators may provide direct patient care by developing and implementing comprehensive nutrition therapy, practicing within their scope/clinical privileges. They are administratively responsible for a specialty program and provide program-specific leadership, guidance and direction, technical advice and staff development. Dietitian Program Coordinators oversee responsibilities for program, policy and procedure development, set goals, monitor and redefine priorities and may have an active role in the fiscal management for the program. They direct or participate in the design of research activities or quality improvement studies, including data collection and analysis. Dietitian Program

Coordinators have oversight of and are responsible for developing and maintaining training and reference materials. They maintain program information through approved social media outlets. Dietitian Program Coordinators may supervise up to two employees. This assignment must represent substantial additional responsibility over and above that required at the full performance grade level and cannot be used as the full performance level of this occupation.

k. **Supervisory Dietitian (Food Operations), GS-12.**

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Knowledge of standards to assess staff compliance and implement performance improvements.
 - (b) Skill in establishing goals and objectives to coordinate activities, evaluate accomplishments and solve problems.
 - (c) Skill in applying nutritional knowledge to ensure menus meet nutrition standards.
 - (d) Ability to utilize Evidence-Based Nutrition Practice Guidelines in order to develop, implement and coordinate best practices.
 - (e) Ability to serve as a food operations expert, providing technical guidance, direction and staff development.
 - (f) Ability to supervise subordinate staff (i.e., plan, organize, delegate, direct, control and review activities and performance).
 - (g) Ability to analyze data in order to recommend allocation of resources.
- (3) **Assignment.** For all supervisory assignments above the full performance level, the higher-level duties must consist of significant scope, complexity, difficulty, variety and be performed by the incumbent as a major duty at least 25% of the time. The incumbent must spend 25% or more of their time providing administrative and technical supervision over staff who are at the full performance level or below. Employees in this Supervisory Dietitian (Food Operations) assignment oversee a food service and production operation. They serve as professional and technical advisor to staff and other health care professionals and represents the food operations section on projects, committees and/or workgroups. Supervisory Dietitians supervise wage system positions including at least a

supervisor or leader and other wage grade positions. They provide food service systems-specific leadership and exercise a full range of supervisory and personnel management authorities and responsibilities in planning, directing and assessing the work and competence of subordinate staff. Supervisory Dietitians provide administrative management and direction of the Food Operations Section. They develop procedures and guidelines for food operations, monitor compliance with regulatory standards, policies and procedures and lead the action planning process to attain goals and resolve deficiencies. Supervisory Dietitians are responsible for implementing the Hazard Analysis and Critical Control Point program, ensuring that requisitioning, receipt/storage, preparation and service of food conforms to quality/quantity standards. They evaluate food operations to ensure proper allocation of resources, devise solutions and implement action plans to resolve issues and meet service goals and objectives, leading to improved patient satisfaction and quality food operations. Supervisory Dietitians are integral in ensuring menus meet nutritional and budgetary requirements. They assess technological equipment innovations and review specifications, making recommendations for equipment purchases. Supervisory Dietitians build and implement contingency plans within the section, ensuring continuity of food operations during internal and external emergencies and unusual circumstances. They manage emergency feeding cache and ensure menus and supplies meet facility and TJC requirements. Supervisory Dietitians execute the training plan for the food operations section. They ensure evidence-based guidelines are integrated into food operations. Supervisory Dietitians collaborate closely with the clinical nutrition section to enhance the Veteran's dining experience and support the strategic goals of the clinical nutrition section.

I. **Supervisory Dietitian (Clinical Nutrition), GS-12.**

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Knowledge of accrediting requirements in clinical nutrition to assess staff compliance and implement performance improvements.
 - (b) Skill as a nutrition expert to provide technical guidance, direction and staff development.
 - (c) Skill in Evidence-Based Nutrition Practice Guidelines to develop, implement and coordinate best practices.

- (d) Skill in establishing goals and objectives to coordinate activities, evaluate accomplishments and solve problems.
 - (e) Ability to supervise subordinate staff (i.e., plan, organize, delegate, direct, control and review activities and performance).
 - (f) Ability to analyze data in order to recommend allocation of resources.
- (3) **Assignment.** For all supervisory assignments above the full performance level, the higher-level duties must consist of significant scope, complexity, difficulty, variety and be performed by the incumbent as a major duty at least 25% of the time. The incumbent must spend 25% or more of their time providing administrative and technical supervision over staff at the full performance level or below and may supervise advanced practice and/or program coordinator Dietitian(s). Supervisory Dietitians Clinical Nutrition in this assignment oversees the Clinical Nutrition Section and serve as the professional and technical advisors to staff and other health care professionals. They represent the Clinical Nutrition Section on projects, committees and/or workgroups. Supervisory Dietitians provide Clinical Nutrition Section-specific leadership and exercise a full range of supervisory and personnel management authorities and responsibilities in planning, directing and assessing the work and competence of subordinate staff. They provide administrative management and direction of the clinical nutrition section. Supervisory Dietitians develop procedures and guidelines for clinical operations and monitor compliance with regulatory standards and policies and procedures. They lead the action planning process to attain goals and resolve deficiencies. Supervisory Dietitians build and implement contingency plans within the section, ensuring continuity of clinical operations in all internal and external emergencies. They execute the training plan for the clinical section and ensure staff remain updated on advances and changes in medical nutrition therapy. Supervisory Dietitians analyze data (i.e., event capture, clinic utilization) to recommend the allocation of clinical nutrition resources. They ensure evidence-based guidelines are integrated into clinical practice. Supervisory Dietitians collaborate closely with the food service section to enhance the Veteran dining experience and support the strategic goals of the food service section.

m. **Supervisory Dietitian (Clinical Nutrition), GS-13.**

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:

- (a) Skill in written communication including policy development and standard operating procedures.
 - (b) Skill in strategic planning to develop goals, objectives and action plans.
 - (c) Skill in analyzing data to monitor progress towards improving and sustaining outcomes.
 - (d) Ability to negotiate.
 - (e) Ability to supervise subordinate staff (i.e., plan, organize, delegate, direct, control and review activities and performance).
- (3) **Assignment.** For all supervisory assignments above the full performance level, the higher-level duties must consist of significant scope, complexity, difficulty, variety and be performed by the incumbent as a major duty at least 25% of the time. The incumbent must spend 25% or more of their time providing administrative and technical supervision over Dietitians at the GS-12 level or below. Supervisory Dietitians in this Clinical Nutrition assignment report to the NFS Chief. They make decisions based on intricate and unrelated information and assumptions from inconclusive or variable data in all aspects of nutrition operations. They provide clinical nutrition section-specific leadership and exercise a full range of supervisory and personnel management authorities and responsibilities in planning, directing and assessing the work of subordinate staff. Supervisory Dietitians establish a training plan for the clinical section. They develop and lead clinical nutrition operations, establish strategic goals and ensure priorities align with the strategic plan of the NFS department, VISN and national programs. Supervisory Dietitians identify and prioritize problems, set long and short-term goals, develop action plans and analyze data to evaluate progress to improve outcomes. They are responsible for developing and updating policies and procedures and establishing and overseeing a system for regulatory compliance. Supervisory Dietitians solicit support and/or negotiate with facility managers to influence decision-making and garner support to ensure clinical nutrition operations succeed. They collaborate closely with the food operations section to enhance the Veteran's dining experience and to support the strategic goals of the food service section and NFS.

n. **Supervisory Dietitian (Food Operations), GS-13.**

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:

- (a) Knowledge of business administration practices such as budget planning, contracting and food and supply purchasing to operate a food service program successfully.
 - (b) Skill in written communication including policy development and standard operating procedures.
 - (c) Skill in strategic planning to develop goals, objectives and action plans.
 - (d) Skill in analyzing data to monitor progress towards improving and sustaining outcomes.
 - (e) Ability to supervise subordinate staff (i.e., plan, organize, delegate, direct, control and review activities and performance).
 - (f) Ability to negotiate.
- (3) **Assignment.** For all supervisory assignments above the full performance level, the higher-level duties must consist of significant scope, complexity, difficulty, variety and be performed by the incumbent as a major duty at least 25% of the time. The incumbent must spend 25% or more of their time providing administrative and technical supervision over staff who are at the full performance level or above. Employees in this Supervisory Dietitian Food Operations assignment report to the NFS Chief. They supervise a complex Veteran-Centric food operation consisting of four distinct sections (Informatics, Food Service, Production and NCC). Supervisory Dietitians make decisions based on intricate and unrelated information and assumptions from inconclusive or variable data in all aspects of food operations. They provide food-operations-specific leadership and exercise a full range of supervisory and personnel management authorities and responsibilities in planning, directing and assessing the work of subordinate staff. Supervisory Dietitians establish a training plan for the food operations section. They develop and lead food operations, establish strategic goals and ensure priorities align with the strategic plan of the NFS department, VISN and national programs. Supervisory Dietitians identify and prioritize problems, set long and short-term goals, develop action plans and analyze data to evaluate progress to improve outcomes. They are responsible for developing and updating policies and procedures and establishing and overseeing a system for regulatory compliance. Supervisory Dietitians manage the budget and other resources, anticipating future trends and inflation, new service opportunities, recommendations for growth, efficiencies and strategic efforts are factored into resource requests and brought to the Chief. They direct staff in the management of contracts, subsistence, supply purchasing for NFS and submitting reports to the NFS Chief. Supervisory Dietitians solicit support and/or negotiate with facility managers to influence

decisions to support food operations section success. They collaborate closely with the clinical nutrition section to enhance the Veteran dining experience and to support the strategic goals of the clinical nutrition section and NFS.

o. Supervisory Dietitian (Facility Program Coordinator), GS-13.

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Knowledge of program administration to establish and modify program goals and objectives, coordinate activities, evaluate accomplishments and solve problems.
 - (b) Skill in developing quality improvement or research activities.
 - (c) Skill in developing training and reference materials.
 - (d) Ability to supervise subordinate staff (i.e., plan, organize, delegate, direct, control and review activities and performance).
 - (e) Ability to develop policies and procedures.
 - (f) Ability to provide program-specific coordination to include leadership, technical advice and staff development.
- (3) **Assignment.** For all supervisory assignments above the full performance level, the higher-level duties must consist of significant scope, complexity, difficulty, variety and be performed by the incumbent as a major duty at least 25% of the time. The incumbent must spend 25% or more of their time providing administrative and technical supervision over staff at the GS-11 or above. Supervisory Dietitians in this assignment serve as a Supervisory Dietitian Program Coordinator at a facility and report to a GS-13 or above. Supervisory Dietitian Program Coordinators lead a multi-disciplinary team. Supervisory Dietitian Program Coordinators provide program-specific leadership and exercise a full range of supervisory and personnel management authorities and responsibilities in planning, directing and assessing the work of subordinate staff. They establish performance standards and evaluate the overall performance of employees; define competency requirements, identify developmental and training needs and take necessary actions to ensure subordinate personnel maintains and enhance technical expertise. Supervisory Dietitian Program Coordinators formulate budget and staffing requirements in managing organizational changes and ensuring multi-year and long-range national

mission directives and program goals/objectives are met. They are administratively responsible for a specialty program. Supervisory Dietitian Program Coordinators may provide direct patient care as they develop and implement comprehensive nutrition therapy, practicing within their scope/clinical privileges. They provide program-specific guidance and direction and technical advice and staff development. Supervisory Dietitian Program Coordinators have oversight responsibilities for program and policy and procedure development, set goals and monitor and redefine priorities and may have an active role in fiscal management for the program. They direct or participate in designing clinical research activities or quality improvement studies, including data collection and analysis. Supervisory Dietitian Program Coordinators oversee and are responsible for developing and maintaining training and reference materials. They maintain program information through approved social media outlets.

p. **Dietitian (VISN Program Coordinator), GS-13.**

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Skill in developing quality improvement or research activities.
 - (b) Skill in developing training and reference materials.
 - (c) Ability to develop policies and procedures.
 - (d) Ability to provide program-specific coordination to include leadership, technical advice and staff development.
 - (e) Ability to administer a program including establishing and modifying program goals and objectives, coordinating activities, evaluating accomplishments and solving problems.
- (3) **Assignment.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty) and variety and be performed by the incumbent at least 25% of the time. Dietitian Program Coordinators in this assignment serve at the VISN and lead multiple facilities in initiatives focused on specific areas of care within a larger program. Programs may include Healthy Teaching Kitchen (HTK) Program, employee wellness, MOVE, food insecurity, etc. VISN Dietitian Program Coordinators may provide direct patient care as they develop and implement comprehensive nutrition therapy, practicing within their scope/clinical privileges. They are administratively responsible for a specialty program and provide program-specific leadership, guidance and

direction, technical advice and staff development. VISN Dietitian Program Coordinators have oversight responsibilities for program, policy and procedure development, set goals, monitor and redefine priorities and may have an active role in the fiscal management of the program. They direct or participate in the design of research activities or quality improvement studies, including data collection and analysis. VISN Dietitian Program Coordinators oversee and are responsible for developing and maintaining training and reference materials. They maintain program information through approved social media outlets. VISN Dietitian Program Coordinators may supervise up to two employees.

q. **Dietitian (National Program Coordinator), GS-13.**

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Skill in developing quality improvement or research activities.
 - (b) Skill in developing training and reference materials.
 - (c) Ability to develop policies and procedures.
 - (d) Ability to provide program-specific coordination to include leadership, technical advice and staff development.
 - (e) Ability to administer a program including establishing and modifying program goals and objectives, coordinating activities, evaluating accomplishments and solving problems.
- (3) **Assignment.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty) and variety and be performed by the incumbent at least 25% of the time. Dietitian Program Coordinators in this assignment serve at the national level and lead multiple facility initiatives focused on specific areas of care within a larger program. Programs may include HTK Program, employee wellness, MOVE, food insecurity, national food service software, national subsistence procurement, national contracts, national information security, etc. National Dietitian Program Coordinators may provide direct patient care by developing and implementing comprehensive nutrition therapy, practicing within their scope/clinical privileges. They are administratively responsible for a specialty program and provide program-specific leadership, guidance and direction, technical advice and staff development. National Dietitian Program Coordinators have oversight responsibilities for program, policy and procedure development, set goals, monitor and

redefine priorities and may have an active role in the fiscal management for the program. They direct or participate in the design of research activities or quality improvement studies, including data collection and analysis. National Dietitian Program Coordinators have oversight of and are responsible for developing and maintaining training and reference materials. They maintain program information through approved social media outlets.

r. **Supervisory Dietitian (Chief, Nutrition and Food Services), GS-13.**

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Knowledge of security measures within food operations to ensure patient and staff safety.
 - (b) Knowledge of business administration to include budgeting, contracting and purchasing.
 - (c) Knowledge of organizational structure to assess impact on program operations.
 - (d) Skill in strategic planning to develop goals, objectives and action plans.
 - (e) Skill in written communication to include policy development and standard operating procedures.
 - (f) Skill in analyzing data to monitor progress towards improving and sustaining outcomes.
 - (g) Ability to lead a diverse group of professionals to facilitate collaboration, organizational development and establish and achieve strategic goals.
 - (h) Ability to oversee the planning of new initiatives or projects addressing patient care delivery systems and system reorganizations
 - (i) Ability to supervise subordinate staff (i.e., plan, organize, delegate, direct, control and review activities and performance).
 - (j) Ability to negotiate.
- (3) **Assignment.** For all supervisory assignments above the full performance level, the higher-level duties must consist of significant scope, complexity,

difficulty, variety and be performed by the incumbent as a major duty at least 25% of the time. The incumbent must spend 25% or more of their time providing administrative and technical supervision over staff from both clinical nutrition and food operations sections, one of which may be a GS-13 Dietitian and NFS administrative staff. Supervisory Dietitians in this assignment serve as Chief of NFS. Chief NFS provides leadership and guidance, with wide latitude for the exercise of independent judgment, to ensure the diverse activities of the department are closely coordinated, integrating clinical nutrition and food operations. They exercise a full range of supervisory and personnel management authorities and responsibilities in planning, directing and assessing the work of subordinate staff. Chief NFS establishes performance standards and evaluate overall performance of employees; define competency requirements, identify developmental and training needs and take necessary actions to ensure subordinate personnel maintains and enhance technical and leadership expertise. They serve as the technical advisor and subject matter experts in nutrition and food operations. Chief NFS develops budget and staffing requirements to manage organizational changes and ensure national directives and goals/objectives are met. They communicate and advocate with executive leadership for resources. Chief NFS develops the NFS strategic plan, establishing service priorities that address the goals and strategic direction of the medical center, VISN and national programs. They are responsible for developing and updating policies and procedures and establishing and overseeing a system for regulatory compliance. Chief NFS establishes the department's organizational structure, defining the lines of authority essential to carry out the mission of the service. They oversee planning new endeavours addressing patient care delivery systems and system reorganizations for new or redesigned operational space, equipment requirements, etc. Chief NFS ensures adherence to the National Dietary Supplement and Subsistence Prime Vendor contracts. They designate the Contracting Officer Representative to negotiate purchase agreements for NFS contracts. Chief NFS actively supports, promotes and oversees the implementation of NFS initiatives at the facility level and engages other service chiefs as needed to ensure success. They participate in VISN and National level NFS initiatives and are responsible for all action items for NFS. Chief NFS evaluates overall NFS effectiveness through the review of operations, quality assurance, performance improvement and benchmarks, making decisions based on intricate and unrelated items of information from inconclusive or variable data. They implement a performance improvement program to improve delivery of quality continually, safe and cost-effective food and nutrition care to all patients/residents, ensuring the dissemination of nutrition-related research and quality improvement within the department and facility. Chief NFS directs resource distribution for food, supply and labor costs focusing on benchmarks, and delegating resource management to others as appropriate. They lead efforts to provide food-forward, Veteran-centric dining options. Chief NFS

implements security measures in all NFS areas to protect against theft, reduce the risk of food terrorism and maintain Veteran and staff safety.

s. **Supervisory Dietitian (Chief, Nutrition and Food Services), GS-14.**

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Knowledge of security measures within food operations to ensure patient and staff safety.
 - (b) Knowledge of organizational structure to assess impact on program operations.
 - (c) Skill in ensuring regulatory requirements are met.
 - (d) Skill in leading a diverse group of professionals to facilitate collaboration and organizational development.
 - (e) Skill in leading managers to establish strategic goals.
 - (f) Ability to oversee the planning of new initiatives addressing patient care delivery systems and system reorganizations.
 - (g) Ability to lead efforts in business administration to include budgeting, contracting and purchasing.
- (3) **Assignment.** For all supervisory assignments above the full performance level, the higher-level duties must consist of significant scope, complexity, difficulty, variety and be performed by the incumbent as a major duty at least 25% of the time. The incumbent must spend 25% or more of their time providing administrative and technical supervision over administrative staff who support NFS operations and both a GS-13 Supervisory Dietitian (Food Operations) and GS-13 Supervisory Dietitian (Clinical Nutrition). Supervisory Dietitians in this assignment serve as Chief NFS for a complex NFS department. Chief NFS provides leadership and guidance, with wide latitude for the exercise of independent judgment, to ensure the diverse activities of the department are closely coordinated, integrating clinical nutrition and food operations. They exercise a full range of supervisory and personnel management authorities with responsibilities in planning, directing and assessing the work of supervisors and subordinate staff. Chief NFS establishes performance standards and evaluates overall performance of employees, defines competency requirements, identifies developmental and training needs and takes necessary actions to ensure

subordinate personnel maintains and enhance technical and leadership expertise. They serve as the technical advisor and subject matter experts in nutrition and food operations. Chief NFS develops budget and staffing requirements to manage organizational changes and ensure national directives and goals/objectives are met. They communicate and advocate with executive leadership for resources. Chief NFS develop the NFS strategic plan establishing service priorities that address the goals and strategic direction of the medical center, VISN and national programs. They are responsible for accomplishing priorities and ensuring compliance with VHA directives and medical center policy and procedures. They oversee planning of endeavours addressing patient care delivery systems and system reorganizations for new or redesigned operational space, equipment requirements, etc. Chief NFS ensures adherence to the National Dietary Supplement and Subsistence Prime Vendor contracts. They designate the Contracting Officer Representative to negotiate purchase agreements for NFS contracts. Chief NFS actively supports, promotes and oversees the implementation of NFS initiatives at the facility level and engages other service chiefs as needed to ensure success. They participate in VISN and National level NFS initiatives and are responsible for all action items for NFS. Chief NFS evaluates overall NFS effectiveness through the review of operations, quality assurance, performance improvement and benchmarks, making decisions based on intricate and unrelated items of information from inconclusive or variable data. They facilitate and support NFS participation in performance improvement studies, ensuring the dissemination of nutrition-related research and quality improvement within the department and facility. Chief NFS leads efforts to provide food-forward, Veteran-centric dining options. They implement security measures in all NFS areas to protect against theft, reduce the risk of food terrorism and maintain Veteran and staff safety.

t. **Dietitian (VISN Program Coordinator), GS-14.**

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Skill in providing program-specific leadership through guidance, direction, technical advice and staff development.
 - (b) Skill in program administration to establish and modify program goals and objectives, coordinate activities, evaluate accomplishments and solve problems.
 - (c) Skill in interpreting information from complex sources to improve and sustain outcomes.

- (d) Skill in leading a diverse group of professionals to facilitate collaboration and organizational development.
 - (e) Ability to lead efforts in business administration practices such as budget planning, contracting, food and supply purchasing to successfully operate a food service program.
- (3) **Assignment.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty) and variety and be performed by the incumbent at least 25% of the time. VISN Program Coordinators in this assignment serve as the technical advisor and liaisons between the National NFS Program Office and facilities within the VISN. They ensure the integration of clinical nutrition and food operations within the overall health care model at the VISN. VISN Program Coordinators represent NFS on interdisciplinary VISN task forces, committees and projects of broad scope and significance to the VA health care mission. They interpret VHA policy, directives and memorandums and identify the impact on NFS programming. VISN Program Coordinators serve as a consultant to facility NFS leadership in matters of NFS operations. They analyze and evaluate program data, identifying VISN-wide trends and training needs to enhance the quality of service. VISN Program Coordinators ensure facility NFS leadership analyzes data and reports, establish action plans; and assist facilities with addressing barriers. They ensure facility implementation and monitor facility compliance with clinical practice guidelines and standards, working with sites to establish corrective actions. VISN Program Coordinators provide oversight to and direct contracts involving NFS across the VISN. VISN Dietitian Program Coordinators may supervise up to two employees.

u. **Dietitian (National Program Coordinator), GS-14.**

- (1) **Experience.** One year of experience equivalent to the next lower grade level.
- (2) **Knowledge, Skills and Abilities.** In addition to the experience above, the candidate must demonstrate the following KSAs:
 - (a) Skill in business administration practices such as budget planning, contracting and purchasing.
 - (b) Skill in interpreting information from complex sources.
 - (c) Skill in leading a diverse group of professionals to facilitate collaboration and organizational development.
 - (d) Skill in serving as a nutrition expert.

- (e) Ability to administer a national nutrition and food program.
- (3) **Assignment.** For all assignments above the full performance level, the higher-level duties must consist of significant scope, complexity (difficulty) and variety and be performed by the incumbent at least 25% of the time. National Program Coordinators in this assignment may report to the VHA Office of NFS Executive Director or Deputy. They are the technical advisor and liaison between the NFS program office and the Nutrition Field Advisory Board, VISN level offices and high-level officials within and outside the agency. National Program Coordinators are recognized agency experts providing guidance to high-level officials, administrators and health care providers on a wide range of clinical nutrition and food operation matters. They represent the NFS Program office by organizing, chairing and participating in multi-disciplinary task forces and work groups. National Program Coordinators ensure the integration of clinical nutrition and food operations as they manage, control and coordinate activities. They utilize the extensive knowledge and expertise as a consultant in clinical nutrition, dietetics education and professional oversight, food service and business practices, marketing and informatics, performance improvement and research. National Program Coordinators are responsible for establishing NFS contracts, procurement and enhancements of COTS software and related hardware. They provide training and staff development, troubleshoot issues and anticipate future trends and requirements. National Program Coordinators analyze and evaluate national program data, identify trends and lead process improvement initiatives. They make decisions that significantly affect existing or developing programs. National Program Coordinators develop new policies, standards, methods and techniques for administering nutrition services across VHA.

6. DEVIATIONS.

- a. An approving official may, under unusual circumstances, approve reasonable deviations to the grade determination requirements for an employee whose composite record of accomplishments, performance and qualifications, as well as current assignment, warrants such action based on demonstrated competence to meet the requirements of the proposed grade and/or assignment.
- b. The placement of individuals in grade levels or assignments not described in this standard must be approved by the Under Secretary for Health in VHA Central Office prior to placement in the position.
- c. Under no circumstances will the educational or credential requirement be waived for those occupations with a positive education requirement or when specific credentials are identified as necessary to meet minimum requirements, unless an exception is annotated in the qualification standard.

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