

NON-CLINICAL BUSINESS SUPPORT SERVICES:

STRATEGIC PLANNER, BUSINESS ARCHITECT, PROCESS ENGINEER & CHANGE MANAGEMENT SPECIALIST

ANALYSTS: ACQUISITION, COST, EVALUATION, FINANCIAL, & POLICY

LEGISLATIVE POLICY

FACILITATOR, ADMIN ASST

STATISTICIAN JUNIOR

| Program Support Service Categories | | | | |
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| Series | Labor Category | Description | Minimum Education | Minimum Experience |
| Business and Industry (Series 1100 -1199) | | | | |
| 1101 | Administrative Assistant | Prepares reports and other program documentation, prepares graphics presentations, plans and coordinates meetings/conferences, performs data entry, filing, and reproduction. Applies familiarity with specialized and technical terminology to proofread and edit documents. | HS Diploma | Junior: 4 years Senior: 8 years |
| 1101 | Business Architect | Performs tasks which structure the healthcare enterprise in terms of its governance structure, business processes, and business information; align strategic goals and objectives with decisions regarding healthcare products and services, partners and suppliers, providers, organization, capabilities, and key business and IT initiatives. Tasks may include developing a business architecture strategy based on a healthcare situational awareness of various business scenarios and motivations; applying a structured business architecture approach and methodology for capturing the key views of the enterprise; capturing the tactical and strategic enterprise goals that provide traceability through the organization and are mapped to metrics that provide ongoing governance; defining the set of strategic, core and support processes that transcend functional and organizational boundaries; identifying external entities such as customers, suppliers, and external systems that interact with the business and describing which people, resources and controls are involved in the processes; and capturing the relationships among roles, capabilities and business units, the decomposition of those business units into subunits, and the internal or external management of those units. | BA/BS Degree | 4 years |
| 1101 | Business Process Engineer | Performs management and support of the analysis, design, development, and implementation of diverse, enterprise-wide healthcare processes and application systems. Tasks may include the design study process; conducting studies in support of system redesign and business process reengineering, improvement and management; developing | BA/BS Degree | 6 years |

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| | | implementation plans; and supporting the process of implementing and sustaining improvements. Experience with health system/healthcare processes preferred. | | |
| | Change Management Specialist | Performs tasks requiring the knowledge and skills for a multidisciplinary approach to managing change and transition within a healthcare organizations, programs, and projects. Tasks may include developing plans associated with transition management, implementation of major initiatives, communications associated with major initiatives, risk assessment, and organizational transformation and culture change; completing change management assessments and change management strategy; identifying and managing anticipated resistance; creating actionable deliverables, such as a communication plan, roadmap, coaching plan, training plan, or resistance management plan; supporting and engaging senior leaders; supporting organizational design and definition of roles and responsibilities; integrating change management activities into project plan, and evaluating and ensuring user readiness; managing stakeholders; tracking and reporting issues; defining and measuring success metrics and monitoring change progress. Experience with the application of Prosci and change management in a union environment preferred. | BA/BS Degree | 6 years |
| | Facilitator | Performs tasks such as defining, refining, and resolving disputes, disagreements, and divergent views; leading or facilitating group briefings and discussions; enabling focused decision-making; recording discussion content; related facilitation support services, such as debriefing stakeholders, and preparing and providing draft and final reports relating to the facilitated issues. Tasks may include facilitating meetings or training classes ranging from a day to a few weeks. | BA/BS Degree | 6 years |
| 1160 | Financial Analyst-Jr | Serves as a member of group of analysts who are working in concert to systematically integrate business, cost estimating and financial management processes to ensure the efficient stewardship of public funds. Must be able to support the formulation of strategic financial plans, prepare cost estimates, and correlate financing requirements into executable budgets. Possesses thorough knowledge of the allocation, execution, and administration of approved budgets. Must be able to assess products and procedures for compliance with government standards, accounting principles, internal controls, and multi-tiered system application standards. Must be able to grasp interrelationships between financial management requirements and automated solutions, considering the current system environment and the potential integration of added systems concurrently or later. | BA/BS Degree | 5 years |
| 1160 | Financial Analyst-Sr | Serves as a leader ensuring that a group of analysts are working in concert to systematically integrate business, cost estimating and financial management processes to ensure the efficient stewardship of public funds. Must be able to formulate strategic financial plans, prepare cost estimates and correlate | BA/BS Degree | 6 years |

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| | | financing requirements into executable budgets. Must be able to assess products and or procedures for compliance with government standards, accounting principles, internal controls, and multi-tiered system application standards. Must be able to grasp interrelationships between financial management requirements and automated solutions, considering the current system environment and the potential integration of added systems. Manages completion of work within the time frame specified by the client, ensuring that all requirements are met. Prepares milestone status reports and presentations. | | |
| | Strategic Planner | Performs tasks related to providing content and process expertise for providing advice for establishing and implementing a strategic direction. Tasks may include supporting strategic planning, including the development of strategic goals, objectives, strategies, performance measures, targets, improved programmatic outcomes, and linkages to programming, budgeting and evaluations; supporting strategic performance measure development, including improved linkage between VA-wide strategic goals and VA programmatic outcomes; and implementing the Government Performance and Results Act (GPRA) Modernization Act (GPRAMA). | BA/BS Degree | 6 years |
| 1102 | Acquisition Analyst | Works closely with senior analysts in acquisition documentation and acquisition planning to Subject Matter Experts (COR and program offices) to develop requirements and evaluation criteria for acquisitions. Write Memorandum of Needs and Acquisition Plans, review Acquisition packages to the Acquisition Office, review existing contracts to determine compliance with applicable laws, regulations and policies, provide clarification documents to acquisition office and train staff on current procurement laws, regulations and policies. May perform or evaluate market research and trends, conditions and technological advances as they apply to the program with review and supervision of lead analyst. May assist with the development of source selection evaluation criteria. Coordinates and works with the technical experts and the contracting office to ensure project milestones are reflected in the contractual documents and project plan. May assist in the development of independent Government Cost Estimates. May also be responsible for assisting with the planning, preparing, and maintaining of the current acquisition plans and overall program office acquisition administration functions to include program control and tracking. | BA/BS Degree | 6-8 years |
| 1102 | Acquisition Analyst Sr | Oversees acquisition documentation and acquisition planning to Subject Matter Experts (COTR and program offices) to develop requirements and evaluation criteria for acquisitions. Write Memorandum of Needs and Acquisition Plans, review Acquisition packages to the Acquisition Office, review existing contracts to determine compliance with applicable laws, regulations and policies, provide clarification documents to acquisition office and train staff on current procurement laws, regulations and policies. May perform or evaluate market research and trends, conditions and technological advances as they apply to the program. Assists with the | BA/BS Degree | 6-8 years |

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| | | development of source selection evaluation criteria. Coordinates and works with the technical experts and the contracting office to ensure project milestones are reflected in the contractual documents and project plan. Develops a variety of independent Government Cost Estimates. Responsible for assisting with the planning, preparing, and maintaining of the current acquisition plans and overall program office acquisition administration functions to include program control and tracking. | | |
| 1102 | Cost Analyst | Performs cost analysis with responsibility for analyzing a variety of proposed program/project activities, involving a wide range of factors affecting cost, with pertinent historical data generally available. Tasks may include developing Program Life Cycle Cost Estimates, cost models and estimating relationships; assisting in the conduct of cost-benefit and business case analyses; and preparing and presenting PowerPoint presentations, process summary reports, meeting minutes/notes, and other program management documentation. Prior experience with cost analysis in healthcare environment required. | BA/BS Degree | Junior: 4 years Senior: 8 years |
| 1102 | Evaluation Specialist | Designs and implements evaluation systems, measuring program impact and activities and is skilled in content analysis, quantitative tracking, and qualitative assessment. Uses tools such as surveys, focus groups, structured interviews, and secondary research. Oversees performance report generation and communication and integration of findings into current strategies. Meets with Government regularly to discuss progress, propose initiatives, and establish priorities. Develops and coordinates strategic integration of evaluation processes into program activities. Oversees performance report design and generation and communication and integration of findings into current strategies. | BA/BS Degree | Junior: 5 years Senior: 10 years |
| 1102 | Policy Analyst - Jr | Performs tasks related to policy and regulation analysis and development related to a government agency. Tasks may include the analysis of specific issues, identification of alternatives, white paper development, development of policy review papers, development of policy directives and handbooks, and other analytical tasks focused on VA policy. Policy will be approved by Government employees. | BA/BS Degree | 3 years |
| 1102 | Policy Analyst - Sr | Performs tasks related to policy and regulation analysis and development related to a government agency. Tasks may include the analysis of specific issues, identification of alternatives, white paper development, development of policy review papers, development of policy directives and handbooks, and other analytical tasks focused on VA policy. Experience developing and interpreting healthcare regulation and policy preferred. Policy will be approved by Government employees. | BA/BS Degree | 8 years |
| 1102 | Policy Legislative-Jr | Support includes implementation of public policy initiatives, assistance with long-term strategy development, tracking legislation, and making policy recommendations. Meets with client on daily basis to relay progress and establish priorities. | BA/BS Degree | 4 years |
| 1102 | Policy Legislative-Sr | Oversees multi-faceted, public policy, and legislative program areas. Heads development of integral | BA/BS Degree | 10 years |

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| | | product and service strategy. Leads policy analysis, strategic planning, and communication initiatives. Creates team structure for range of support services. Lends support in building and sustaining successful cross-team management structure capable of providing range of support services including legislative relations and policy analysis. Meets regularly with government program manager to discuss performance, propose initiatives, and establish priorities. | | |
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Mathematics and Statistics (Series 1500 – 1599)

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| 1501 | Statistician Jr | Performs tasks related to applying statistical theories, techniques, and methods to gather, analyze, interpret, and/or report quantified information. Tasks may include performing valid and useful analyses of data sets in support of task areas using existing data or data to be collected. | BA/BS Degree | Junior: 3 years Senior: 8 years |
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