

HRMS OFFICE FILE

POSITION DESCRIPTION (Please Read Instructions on the Back) *Logged at 9:27:10*

2. Reason for Submission <input type="checkbox"/> Redescription <input checked="" type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other Explanation (Show any positions replaced) New Position		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field	4. Employing Office Location LITTLE ROCK, AR	5. Duty Station LITTLE ROCK, AR	1. Agency Position No 598-4010-0	
7. Fair Labor Standards Act <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel <input type="checkbox"/> Employment and Financial		9. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position <input type="checkbox"/> Professional <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither	12. Sensitivity <input type="checkbox"/> 1-Non-Sensitive <input checked="" type="checkbox"/> 3-Critical <input type="checkbox"/> 2-Non-critical <input type="checkbox"/> 4-Special		13. Competitive Level Code X01	
				14. Agency Use		

15. Classified/Graded by	Official Title of Position					
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Program Manager			GS	0340	13
e. Recommended by Supervisor or Initiating Office	SPECIAL PROGRAM MANAGER			GS	1811	13

16. Organization Title of Position (If different from the official title)
 VA POLICE SYSTEM COORDINATOR

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment DEPARTMENT OF VETERANS AFFAIRS	c. Third Subdivision
a. First Subdivision OFFICE OF SECURITY & LAW ENFORCEMENT	d. Fourth Subdivision
b. Second Subdivision LAW ENFORCEMENT TRAINING CENTER	e. Fifth Subdivision

19. Employee Review — This is an accurate description of the major duties and responsibilities of my position.

20. Supervisory Certification. I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Type Name and Title of Immediate Supervisor RUSSELL EILRICH, DEPUTY DIRECTOR, LETC. Signature: <i>[Signature]</i> Date: 8-4-10	b. Typed Name and Title of Higher-Level Supervisor or Manager (optional) ROBERT D. CAGLE, DIRECTOR, LETC. Signature: <i>[Signature]</i> Date: 9/4/10
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21. Classification/Job Grading Certification. I certify that this position has been classified/graded as required by Title 5, U.S. Code in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards. Typed Name and Title of Official Taking Action Lynden Saylor, HR Specialist (Classification) V16/Consolidated Classification Team, Houston, TX Signature: <i>[Signature]</i> Date: 09/21/10	22. Position Classification Standards Used in Classifying/Grading Position OPM JFPCS for Administrative Work in the Inspection, Investigation, Enforcement, and Compliance Group, 1800, March 2009; Part I - Occupational Information; Series 1811; OPM Handbook of Occupational Groups and Families, May 2009; Part I, page 38. 0340 Program Management Series; OPM PCS Administrative Analysis GEG, TS-98 Aug 1990 Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on extension from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.
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23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initial	Date	Initial	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks

FULL PERFORMANCE LEVEL

25. Description of Major Duties and Responsibilities (See Attached)

Automated Optional Form 8
Pen and Ink Change on 11/29/2011 added the following statement. Incumbent completes a physical and psychological assessment on an annual basis.

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09/21/10

POSITION DESCRIPTION

Program Manager
GS-0340-13

INTRODUCTION

Serves as the National Special Program Manager for the broad execution of but not limited to the National Veterans Administration (VA) Police 0120 Program. The incumbent serves as the priority representative for the National VA Management Information System in which facilitates the VA Police System (VAPS) and other national organization-wide initiatives and programs that occur under the direction of the Office of Security & Law Enforcement (OS&LE) and Law Enforcement Training Center (LETC) Management. The individual serving in this capacity serves as an expert consultant in the planning, monitoring, and administration of national programs and/or National projects of national significance, characterized by constantly and sometimes greatly changing environments, critical problems, or other similar variables and unknowns. Provides overall technical insight into the development and management of National policies, procedures, and/or operational schedules necessary for new systems and functions. Defines and develops processes and controls to ensure required actions occur timely and meet all required national standards. Incumbent is responsible for administrative and technical representative to VA globally which includes 3700 VA users nationwide.

Develops and implements guidelines and matrices to report on all activities, ability to develop statements of work and justify resource requirements based on National standards. Provide support and direction to agency personnel for use and development of new national processes, policies and systems and reports to perform analysis and develop recommendations. Organize analysis in a systematic framework, integrate complex information and/or concepts in various visuals format (e.g., PowerPoint, Visio, etc.), and identify critical leverage points that have the potential for the greatest impact. Make sound, timely, well-informed decisions by gathering a broad set of information and considering potential implications and understands the industry, economic factors and political trends, as well as LETC's strategic direction. Incumbent is responsive and utilizes ethical judgment, and established criteria in serving internal and external national customers by utilizing resources responsibly to achieve superior results.

Administrative work that has agency-wide or government-wide impact. The incumbent will oversee the planning, direction, and timely execution of national programs or national program segments. Incumbent will determine the goals and objectives of the national program; assure their implementation by the section and operating units; develop measures that evaluate performance; make recommendations for national program improvement; and manage all resources. The incumbent will manage organizational changes as well as changes to the content of the national program. Will identify and resolve unique issues where no policy exists and take innovative actions to address new needs and/or issues. Will serve as a representative and/or liaison to advocate for national programs in dealings with senior management officials (i.e., Medical Center Directors and Service Chiefs), other Federal agencies, boards and committees.

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Incumbent will be required to prepare written communications to establish policy, provide high-level briefings, create standard operating procedures, and present and justify budget. Incumbent must be capable of interpreting and applying current and changing legal requirements: audits and/or other requirements that materialize. Will provide benchmark results and/or identify best practices at other organizations for implementation by LETC.

Communicates and reports progress to the Deputy Director of LETC on assignments, national projects, national program issues, milestones and deadlines for completion.

MAJOR DUTIES AND RESPONSIBILITIES

A. Special Program Manager - Serves at the Law Enforcement Training Center located at the North Little Campus of the Central Arkansas Veterans Healthcare System, Little Rock, AR and maintains continuous surveillance of scheduled milestones for all National projects and activities within LETC which may affect the programmed costs, technical acceptance, or completion date of the National Project(s).

1. Incumbent is responsible for the coordination and oversight of the VAPS program ensuring the reports are created and submitted from the field via the Uniform Offense Report (UOR) System. Maintains accurate records and provides reports on a daily, monthly, quarterly and annual basis to analyze the trend of offenses reported from VA facilities. Provides reports and information to the Office of Inspector General; Director of OS&LE; Director of Police Service and the Director of LETC and other federal law enforcement agencies and/or personnel to support and /or assist with investigation of law enforcement personnel and incidents.

2. Provides consultation to project managers and management officials on aspects of the National project(s) to assure control and accountability of project resources. Establishes, convenes, and serves as committee chair and oversees working groups as deemed necessary during the life of the project(s), such as coordination committees, supporting review groups, and analysis groups.

3. Develops and initiates national project reports as required or by the project circumstances to keep project personnel and management officials and decision making authorities informed of the project's progress. Ensures business data resulting from the national projects are disseminated in accordance with project requirements. Responsible for national alert notification to VA Central Office Staff and provides initial report, investigation status and disposition and/or findings of fact to required management officials and/or other decision making authority when requested utilizing Private Key Infrastructure (PKI transmissions).

4. Develops new and/or recommends changes to existing issuances and directives; evaluating the applicability and/or effect of new or proposed executive orders, agency directives, and other agency decisions on organizational operations, managerial programs and requirements; and representing the organization at meetings and conferences. Incumbent is responsible for monitoring educational requirements for all law enforcement field officers.

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5. Protects and maintains access to printed and electronic files containing sensitive data which must be protected under the provisions of the Privacy Act of 1974 and other applicable laws, Federal regulations and VHA policy. The incumbent is responsible for: (a.) protecting such data from unauthorized release or from loss, alteration, or unauthorized deletion and (b.) follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in a computer access agreement in which the employee must sign. Incumbent may be required to serve as an expert witness in civil and/or criminal proceedings in regards to information tracked utilizing VAPS.

6. Receives and/or responds to routine problems presented by end users via a variety of methods i.e., telephone, facsimile and/or electronic mail (email). Deals with customers in a polite and professional fashion and provides prompt and effective solutions to reported problems. Makes certain problems remain resolved and/or do not recur. Independently diagnosis and resolves assigned trouble-calls in response to customer reported incidents.

B. Facilities Manager - The incumbent is responsible for maintaining and monitoring on a regular and recurring basis for providing direction, planning, and coordination of facilities maintenance, repair, and construction to support the LETC and Security Investigation Center (SIC) programs.

1. In this capacity, the individual occupying this position provides technical oversight for exterior and interior building maintenance, window washing, landscaping and related exterior systems. Analyzes building system problems and/or deficiencies and recommends corrective action. Provides quality assurance inspections during all phases of new construction and/or building expansion projects; analyzes data for necessary contracts, energy consumption, building system operations and maintenance operation programs and schedules to ensure asset preservation and customer satisfaction.

2. Prepares statement of work and specifications for building system upgrades, and/or repairs; Conducts building surveys to record building and equipment conditions and providing semi-annual inspections and written reports of government owned buildings to identify projects for future funding. Serves as the agency's Contracting Officers Representative (COR) or Technical Representative (COTR) and represents LETC in these meetings. This individual will serve as an on-site advisor to the Contracting Officer and COR during projects. Monitors contractor performance for compliance with contract requirements. Provides a REVIEW A&E design submittals to ensure accuracy and compatibility with the building and provides comments.

3. Conducts and documents progress inspections and final inspections, working from general descriptions of requirements provided by clients and property. Administers transportation fleet and equipment program operations. Performs transportation program studies, reviews, and evaluations to ensure program administration goals and regulatory compliance objectives are met.

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C. Special Agent - The incumbent is authorized to conduct investigations of serious crimes at VA facilities. During investigations of serious criminal incidents, the incumbent is expected to continue irregular duty hours either at LETC and/or at other locations, i.e. Federal and/or local police agencies, court, and other facilities. Incumbent must maintain proficiency and qualifications on all assigned departmental weapons as set forth by VA Directives. The incumbent will be periodically detailed to the Director of Police Service to assist in but not limited to assisting in program inspections, protection details for the Secretary and/or Deputy Secretary of the VA, being detailed during a natural disaster where additional Law Enforcement Personnel are required. *Incumbent completes a physical and psychological assessment on an annual basis.*
Performs all other related duties as assigned.

FACTOR LEVEL DESCRIPTION

Factor 1, Knowledge Required by the Position

FL 1-8 1550 Points

The incumbent must have an extensive knowledge of current practices in basic and advanced criminal investigations as well as law enforcement practices and procedures. The incumbent must be knowledgeable of the rules, procedure and /or operations in training development to perform a wide variety of interrelated or nonstandard procedural assignments and to resolve a wide range of problems. Applies skills gained through developmental experience or relevant graduate study in applying training development principles and techniques in a specialized area.

The incumbent must have extensive knowledge of space configuration and build outs for a wide variety of purposes, including office space, storage space, Information Technology (IT) closets and server rooms and special security requirements. Must have extensive knowledge of the rules, regulations and procedures in acquisition and allocation of a wide variety of supplies and equipment; Fleet acquisition, maintenance and management. Must be capable of identifying and resolving facility related safety and health issues. The incumbent resolves power outages and malfunctioning equipment. Knowledgeable of external storage space; have the ability to function effectively in emergency situations and in an environment of constantly changing priorities. Knowledgeable of construction, standard building practices and physical plant management to include construction oversight, inspection, and facility maintenance programs.

Knowledge of electrical, mechanical and plumbing systems to be able to direct licensed personnel. Must possess the ability to read and interpret plans and specifications; knowledge of maintenance and construction techniques; have the ability to communicate both orally and in writing; and have the ability to assign responsibilities and delegate authority, Knowledgeable in the installation of computer systems, software and hardware and providing technical and customer support to field end users.

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Factor 2, Supervisory Controls

FL 2-4 450 Points

The OS&LE/LETC National Special Program Manager is responsible for the broad execution of but not limited to the National VA Police 0120 Program, National VA Management Information System (NAPS) Police Program and National organization-wide initiatives and/or programs that occur under the direction of the OS&LE and/or LETC Management and the overall day to day operation of the LETC facilities. The incumbent works directly for the Deputy Director or in his absence the Director of LETC, who provides broad administrative policy direction through discussion of program goals and agency and local policies affecting LETC and the National VA Police program. Work is reviewed for effect on policy and programs and the attainment of LETC objectives.

Factor 3, Guidelines

FL 3-4 450 Points

Guidelines consist of Department policies, standards, regulations and statement of goals and objectives. These guidelines are very broad and often require adaptation or modification to a wide range of Medical Center Policy or other VA installation settings. The incumbent exercises a great deal of personal judgment and discretion with broad latitude for the development, interpretation, and application of facility and computer initiatives.

Factor 4, Complexity

FL 4-5 325 Points

The OS&LE/LETC National Special Program Manager plans, controls and evaluates a complex National program involving a broad range of National security and National law enforcement problems at the assigned facilities, in the interpretation and implementation of new or revised Departmental and National Directives. Varies techniques of physical, personnel and information security to accommodate different situations are required. Develops criteria and evaluates the security programs at the facilities, reports the findings and recommends appropriate and/or necessary corrective action.

Factor 5, Scope and Effect

FL 5-4 225 Points

The overall scope of work involves administering a broad execution of but not limited to the National VA Police 0120 Program, National VAPS Police Program, and national organization-wide initiatives and/or programs and facility issues that occur at LETC as well as giving advice to management officials and national officials in all matters pertaining to special initiatives and/or programs and to LETC facilities. Through routine program oversight the incumbent determines existing special initiatives and/or programs and facility security conditions and recommend improvements to the Deputy Director, LETC. Incumbent takes prompt action to implement appropriate security measures and procedures where needed.

Factor 6, Personal Contacts

6 & 7 Combined

FL 3c 180 Points

The incumbent must perform and interact with individuals in a wide arena of federal, state, and local government officials, as well as officials from private industry when developing specialized programs. Personal contacts include but not limited to; interaction with VA Central Office (VACO) officials, Inspectors for Field Operation, Congressional Representatives, United States

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Attorneys, Special Agents for the FBI, DEA, and Secret Service, as well as local law enforcement officials. These contacts also include interaction with officials from contractors and security firms that have contracts with VA.

Factor 7, Purpose of Contacts

The purpose of contacts is to present, justify and defend LETC Facility and VA Police national management systems' initiatives to VA management in the area of responsibility as well as to VACO officials. During Investigations, Protection Details, and/or National Disasters the incumbent seeks to establish effective working relationships with officials of other agencies, in which may require persuasive and/or negotiation tactics.

Factor 8, Physical Demands

FL 8-1 5 Points

This work requires walking, standing, bending, sitting and carrying of small packages or containers. Travel to field locations to coordinate training activities may be involved. Work may also involve physical exertion while demonstrating a variety of law enforcement techniques and methods. These incumbent conducts security surveys and inspections which requires crawling in unusually confined building areas. The incumbent can be called upon to assist medical emergency teams with heavy equipment and carrying an unconscious or a collapsed patient. Incumbent may be called upon to defend themselves and members of staff, patients or the public against physical attack.

Factor 9, Work Environment

FL 9-1 5 Points

The normal work place is an office, classroom, and inside and/or outside facility areas. Position duties will require exposure to varying climate and environmental conditions, both cold and warm weather conditions and/or exposure to high levels of noise and dangerous substances. There is the potential for dangerous situations to occur at VA facilities where the incumbent can be detailed; to perform assigned duties.

**TOTAL: 3190 Points
GS-13 (3155-3600)**

Other Significant Facts

The sensitivity level of the position is High Risk. The selectee must meet appropriate clearance requirement.

A physical examination is required prior to employment.

The incumbent will be required to have an annual physical.

This position is likely to require frequent travel. Overnight travel may be as high as 50%.