

**DEPARTMENT OF THE NAVY, OFFICE OF CIVILIAN HUMAN RESOURCES (OCHR)
OVERSEAS PROGRAM CENTER EUROPE, AFRICA, CENTRAL
HUMAN RESOURCES OFFICE (HRO), NAPLES, ITALY
VACANCY ANNOUNCEMENT - LOCAL NATIONAL POSITION**

	Announcement No.	DD83FE-683102-SA
	Position Title	Patient Liaison Coordinator, Ua-0640-03/02
	Salary Range	Ua-03: Euro 2,543.07 – E 2,817.45 per month plus applicable allowances Ua-02: Euro 2,690.26 – E 2,987.64 per month plus applicable allowances
	Closing Date	02-OCT-2023
	Work Schedule	Full-Time Permanent
	Job Location	Defense Health Agency, Medical Treatment Facility, Director of Administration, Utilization Management Department, Gricignano di Aversa (CE), Italy
	Notes	The application form has been revised as of 01 Nov 2022, and any prior version will not be considered. Candidates must electronically submit a revised application form via e-mail to: HRO_NAPLES-LN_JOBS@eu.navy.mil. Please read the “Instructions for Completing the Employment Application” on the following page of this announcement before submitting your application. In the SUBJECT LINE of the e-mail, indicate LAST and FIRST name of the candidate AND the vacancy announcement number and title (e.g. ROSSI, MARIO, 3049B-123456-EI, Office Automation Clerk). - Selectee will be required to favorably pass a pre-employment medical suitability examination as a condition of employment. - Applicants must be able to read, write and speak fluently in both English and Italian. Applications must be submitted in ENGLISH. - Selectee will be required to favorably pass a security background check as a condition of employment. - This position may be filled at any grade level. If filled at the lower level, incumbent may be non-competitively promoted to the Ua-02 level upon meeting eligibility and qualification requirements and based upon recommendation from supervisor. - The applicant must possess a class “B” driver’s license. <u>LICENSE GRADE AND NUMBER MUST BE INDICATED ON THE APPLICATION.</u> - The incumbent must possess excellent communication skills, have excellent command of English/Italian Medical and Law terminology, and networking skills. - The incumbent may be scheduled for on-call duty; work extended hours/shifts to communicate with designated representative in different time zones or to coordinate emergencies pertaining to inpatient care transfers and any admissions to Italian medical facilities.
Who May Apply	Citizens of a member state of the European Union. <u>However, applicants who hold both U.S. and Italian citizenship are not employable by the U.S. Forces in Italy.</u>	
Description of Duties	The incumbent performs duties as Health Benefit Advisor, Care Coordinator, Preferred Provider Network Coordinator, Medical/Legal Translator, Death and Birth Registrar involving Local authorities and State Department, Decedent Affairs, Eligibility Requirements, and provides training to junior staff. At the full performance level, the incumbent files and tracks claims until payment is received for beneficiaries who were rendered outpatient and inpatient medical care from the Preferred Provider Network. Acts as a point of contact when beneficiaries inquire about medical service coverage, denied claims, and addresses any issues pertaining to benefits as they arise. Functions as a care coordinator and claim processor for a unique category population and circumstances different from beneficiaries of TRICARE that is the uniformed services health care program for Active Duty service members and their families, National Guard and Reserve members and their families, Retirees and their families etcetera. Provides excellent customer service to beneficiaries of Family and Patient Centered Care, for example ensuring that appointments are based on patient availability, gathering of medical record if needed for the appointment, and accompany patient as an interpreter, when needed. Acts as a liaison between U.S. Naval Hospital Medical Staff and an Italian hospital to facilitate acceptance/discharge of inpatients and transfer of emergent patients to and from the U.S. Naval Hospital. Provides certified legal medical translations, from Italian to English and vice versa. Processes the Birth and Death Registrations. Provides legal medical translations, from Italian to English and from English to Italian.	

Qualification Requirements	All eligibility and qualifications must be met by the closing date of this announcement. Please visit https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/0600/health-aid-and-technician-series-0640/ <u>EXPERIENCE:</u> <u>Ua-03:</u> One (1) year of specialized experience equivalent to the Ua-04 grade level, or equivalent experience in the private or public sector, that equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. <u>Ua-02:</u> One (1) year of specialized experience equivalent to the Ua-03 grade level, or equivalent experience in the private or public sector, that equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. <u>Specialized experience</u> as indicated above includes: Performing excellent medical and legal translation for military and civilian patients/care beneficiaries; handling emergencies pertaining to inpatient care transfers and any admissions to Italian medical facilities; providing clerical administrative support coordination; maintaining medical records/charts; observing and communicating with patients and visitors, physicians and insurance providers. OR <u>EDUCATION SUBSTITUTION FOR EXPERIENCE:</u> <u>Ua-03 & Ua-02:</u> Generally not applicable. However, graduate university level education may be substituted for experience, if directly related to the position to be filled. <u>To receive credit, you must fill out the required fields on the “Employment Application” form.)</u> <u>HOW YOU WILL BE EVALUATED:</u> In order to qualify for this position, your application must provide sufficient experience and/or education, knowledge, skills, and abilities to perform the duties of the position. You will be rated based on the experience and education described on your application form.
Application Status	Status updates will be provided by position at the following website: https://cnreura-cent.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/ Applicants may inquire about the status of their job applications by e-mailing to: HRO_NAPLES-LN_JOBS@eu.navy.mil, and indicating in the SUBJECT LINE: “Inquiring on job application submitted by LAST and FIRST name, AND the announcement number with title, series, grade AND application DATE” (e.g. <i>Inquiring on job application submitted by ROSSI, MARIO, ANN# 3049B-123456-EI, Office Automation Clerk, Ua-0326-06, on 22 Nov 2022</i>).
THE DEPARTMENT OF THE NAVY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER	

Revised NOV 2022

DEPARTMENT OF THE NAVY, OFFICE OF CIVILIAN HUMAN RESOURCES (OCHR)
HUMAN RESOURCES OFFICE (HRO), NAPLES, ITALY (Revised Oct 2021)

INSTRUCTIONS FOR COMPLETING THE EMPLOYMENT APPLICATION (LOCAL NATIONAL – LN)

SUBMISSION OF EMPLOYMENT APPLICATION

Application **MAY ONLY BE SUBMITTED VIA E MAIL**. HRO will NOT accept “hard copy” applications. Submit your application to: HRO_NAPLES-LN_JOBS@eu.navy.mil.

In the **SUBJECT LINE** of the e-mail, indicate **LAST and FIRST** name of the candidate **AND** the vacancy announcement number and title (e.g. ROSSI, MARIO, 3049B-123456-EI, Office Automation Clerk).

Applications are **only** accepted if there is an open vacancy announcement.

Vacancy announcements may be downloaded from:

<https://cnreurafcnt.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

The new application form may be downloaded from:

<https://cnreurafcnt.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

Applications for white-collar positions (Ua) must be completed in English.

Applications for blue-collar positions (Uc) may be completed in Italian or English.

EMAIL APPLICATIONS NOT IN ACCORDANCE WITH INSTRUCTIONS LISTED BELOW WILL NOT BE CONSIDERED AND YOU WILL BE RATED “NOT QUALIFIED” BY HRO:

- Only one e-mail will be accepted per vacancy announcement. If more than one email is sent, only the most recent will be accepted;
- Utilize the last version of the application form downloaded from the CNIC website;
- Do not alter the content and the properties of the application;
- Application must be completed in its entirety answering ALL questions;
- Attach the application form only in **PDF** format utilizing only **ADOBE PDF Reader** (additional attachments are NOT necessary and must not be sent);
- **Do not send Postal Electronically Certified (PEC) emails;**
- The email and the attached application cannot exceed a maximum of 10MB;
- Verify the accuracy and validity of the information submitted;
- Application must be submitted by the closing date of the vacancy announcement. Late applications will not be accepted.
- **The candidate’s signature is NOT required on page 9 of the application form, however candidate must enter his/her LAST, FIRST name and DATE.**

WHO MAY APPLY (AREA OF CONSIDERATION)

- Citizens of a member state of the European Union.
- **Applicants who hold both U.S. and Italian citizenship are not employable by the U.S. Forces in Italy.** Only candidates specified in the “Who May Apply” section of the vacancy announcement may receive consideration.

QUALIFICATION REQUIREMENTS

Candidates must pay attention to the type of experience, education, certifications and licenses requested by the vacancy announcement and ensure that all this information, e.g. expiration dates as applicable, are reported in the appropriate block on the application form.

Work experience: Candidates must describe in **detail**, in their own words, any work experience related to the job vacancy and must specify:

- Job title (include pay schedule, series and grade if experience gained in the Federal employment);
- From/To dates of employment (month and year);
- Salary (monthly);
- WEEKLY HOURS;
- Employer’s name and address;
- Experience gained during military service, providing detailed description of duties performed;
- Language proficiency.

Position descriptions (PDs) will not be used in the evaluation of applications. Attachment of PDs to applications is not appropriate, as ratings will be made on descriptions furnished by candidates in their own words.

Typing Proficiency: Self-certify your typing proficiency in the appropriate block on the application indicating your typing speed when a “qualified typist (O/A)” certification is required. Qualified typists must meet a minimum of forty (40) words OR two hundreds (200) strokes per minute in English. Typing proficiency skills may be subject to verification.

Education: List any educational information on the application in detail. If education is used for qualifications purposes and a determination cannot be made based on the information provided, you will not be considered.

Educational documents obtained outside the European Union (EU), with the exception of the U.S.A., must be evaluated by an appropriate organization that specializes in interpretation of foreign educational credentials. Foreign language documents must be officially translated into either the English or Italian language.

Graduate College or University level education is education beyond the Italian “Laurea 1 livello” or equivalent.

VERIFICATION OF DOCUMENTS

In case of selection, candidates **MUST** provide proof of work experience, education and other certifications or licenses as requested by the vacancy announcement and for which credit was received. HRO will proceed with the hiring process **ONLY** when all eligibility requirements are satisfactorily met.

NOTES

- Employment of relatives is restricted in accordance with NAVSUPPACT policy.
- For positions identified as having known promotion potential (KPP), selectee may be non-competitively promoted to the next higher level upon successful completion of required training, meeting regulatory requirements, and upon recommendation by the supervisor.
- Lists of qualified candidates may be used to fill additional similar positions without further competition.
- Work experience certified on the application form is subject to verification with employers.
- “Local National” refers to citizens of a European Union member state.
- Internal employees may apply and be considered for positions at any lower grade; lower pay, or different employment category. Pay will be set according to articles 13 and 14 of the Conditions of Employment for LN employees effective 1 November 2018.

ISTRUZIONI PER LA COMPILAZIONE DELLA DOMANDA DI IMPIEGO (LOCAL NATIONAL – LN)

PRESENTAZIONE DELLA DOMANDA DI IMPIEGO

La domanda di impiego può essere presentata **ESCLUSIVAMENTE “via posta elettronica”**. L'Ufficio Risorse Umane Personale Civile (HRO) non accetterà domande di impiego in “forma cartacea”. Le domande devono essere inviate al seguente indirizzo: HRO_NAPLES-LN_JOBS@eu.navy.mil.

Specificare il COGNOME e NOME del candidato e il numero e il titolo del bando di concorso nell'oggetto dell'email (es.: ROSSI, MARIO, 3049B-123456-EI, Office Automation Clerk).

Le domande di impiego vengono accettate **solo** in caso di bando di concorso regolarmente aperto al pubblico. I bandi di concorso sono consultabili su:

<https://cnreurafcnt.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

La **NUOVA** domanda di impiego può essere scaricata dal sito:

<https://cnreurafcnt.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

Le domande per posizioni di impiegato (Ua) DEVONO essere compilate in lingua inglese.

Le domande per posizioni di operaio (Uc) possono essere compilate sia in lingua inglese che in italiano.

LA MANCATA OSSERVAZIONE DELLE ISTRUZIONI DI SGUITO ELENCATE COMPORTERÀ L'ESCLUSIONE DELLA DOMANDA DI IMPIEGO DALLE PROCEDURE DI VALUTAZIONE E IL CANDIDATO VERRÀ DETERMINATO “NON QUALIFICATO” DALL' HRO:

Inviare solo una mail per per ciascun bando di concorso. In caso di duplicato, verrà considerata solo l'email più recente;

- Utilizzare l'ultima versione della domanda di impiego disponibile sul sito CNIC;
- Non alterare il contenuto e le proprietà della domanda d'impiego;
- Compilare la domanda di impiego in ogni sua parte rispondendo in modo esauriente a TUTTE le domande e verificare l'accuratezza e veridicità delle informazioni;
- Allegare la domanda solo in formato **PDF** utilizzando esclusivamente **Adobe PDF Reader** (allegati aggiuntivi **NON** sono necessari e non devono essere inviati);
- **Non inviare e-mail mediante il Sistema di Posta Elettronica Certificata (PEC);**
- L'email con allegata domanda di impiego non può superare i 10 MB; in caso di esubero, non arriverà a destinazione;
- Inviare la domanda di impiego entro e non oltre la data di chiusura del bando di concorso.
- **NON è richiesta una firma sulla pagina 9 della domanda d'impiego, tuttavia è necessario indicare il COGNOME e NOME del candidato e la DATA.**

WHO MAY APPLY (Chi può presentare la domanda di impiego)

- Cittadini di uno stato membro dell'Unione Europea.
- **I candidati in possesso di doppia cittadinanza, italiana ed americana, sono idonei all'impiego.** Solo i candidati che rispondono ai criteri delineati alla voce “Who may apply” possono essere ammessi alla procedura di valutazione.

QUALIFICATION REQUIREMENTS (Requisiti di idoneità)

I candidati devono prestare particolare attenzione al tipo di esperienza lavorativa e/o ai titoli di studio e certificazioni richiesti dal bando di concorso.

Esperienza lavorativa: I candidati devono descrivere **dettagliatamente**, con parole proprie, le esperienze lavorative acquisite relative al bando di concorso e DEVONO specificare:

- Profilo professionale (titolo e qualifica) e livello di inquadramento;
- Data di inizio e termine impieghi (indicare mese e anno);
- Salario (mensile) e Datore di Lavoro (nome e indirizzo);
- ORE DI LAVORO SETTIMANALI;
- Esperienze acquisite durante il servizio militare (fornire descrizione dettagliata delle mansioni svolte);
- Conoscenze linguistiche.

I mansionari (Position Description-PD) e/o i certificati di servizio **non** verranno considerati come valida sostituzione della descrizione della esperienza lavorativa.

Abilità dattilografica: Qualora il bando richieda dattilografi “qualificati” (O/A), autocertificare la propria abilità dattilografica nell'apposito spazio sulla domanda di impiego, specificando il numero di parole/battute che si è in grado di dattilografare in inglese. I candidati vengono ritenuti “qualificati” se capaci di dattilografare almeno quaranta (40) parole/ducento (200) battute al minuto in inglese. L'abilità dattilografica autocertificata potrebbe essere soggetta a verifica prima dell'assunzione.

Titoli di studio: Elencare dettagliatamente sulla domanda di impiego tutte le informazioni relative agli studi sostenuti soprattutto nel caso in cui questi risultino determinanti ai fini della qualifica, **pena l'esclusione**. I titoli di studio conseguiti in paesi extra-europei, eccetto quelli conseguiti negli U.S.A., devono essere valutati da autorità competenti specializzate nell'equipollenza dei titoli di studio stranieri. I documenti in lingua straniera devono essere **ufficialmente tradotti** o in lingua inglese o in lingua italiana. La dicitura “Graduate College or University level education” si riferisce agli studi universitari oltre la Laurea di 1 Livello o equivalenti.

DOCUMENTI DI VERIFICA

In caso di selezione, il candidato dovrà fornire all' Ufficio Risorse Umane del Personale Civile la documentazione comprovante l'esperienza lavorativa, i titoli di studio ed eventuali certificazioni o patenti richieste dal bando di concorso, per cui ha ricevuto credito. L'Ufficio Risorse Umane del Personale Civile procederà all'assunzione SOLO se il candidato supererà in modo soddisfacente tutti i requisiti di idoneità.

NOTE

- L'assunzione di familiari nello stesso reparto è disciplinata dalla Normativa vigente della U.S. Naval Support Activity;
- Qualora un candidato partecipante a bando di concorso con potenziare di promozione venga selezionato al grado minimo o intermedio previsto dal bando, potrà avanzare al grado successivo, senza ulteriore concorso purché soddisfi tutti i requisiti legali ed amministrativi;
- La lista dei candidati idonei per un bando di concorso potrebbe venire riutilizzata per eventuali bandi similari disponibili senza la necessità di un ulteriore bando di concorso;
- L'esperienza lavorativa dichiarata sulla domanda d'impiego è soggetta a verifica;
- La dicitura “Local National” si riferisce ai cittadini di uno stato membro dell'Unione Europea;
- I candidati interni possono presentare domanda ed essere considerati. Per qualsiasi posizione di livello inferiore, trattamento economico inferiore, o diversa categoria di appartenenza. In caso di selezione verrà assegnato il trattamento economico in conformità agli articoli 13 e 14 delle Normative per il Personale Civile “LN” del 1 Novembre 2018.