

**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-895073-SA
Position Title	Medical Support Assistant, Ua-0679-05
Salary Range	Euro 2,393.28 – E 2,624.17 per month plus applicable allowances
Closing Date	17-MAY-2024
Work Schedule	Full-Time Permanent
Job Location	DHA-MTF Naval Hospital, Director of Behavioral Health, Mental Health Department, Gricignano D'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 the application form via e-mail to the revised address as below:
usn.naples.ochr@dc.mbx.hro-naples-in-jobs@us.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.
- Knowledge of a variety of computer programs and functions of the printer, copy machine, fax machine, and scanner is required.
- Knowledge of general medical, psychiatric, psychology, substance abuse terminology and rehabilitation programs is required.

Who May Apply

Citizens of a member state of the European Union. However, applicants who hold both U.S. and Italian citizenship are not employable by the U.S. Forces in Italy.

Description of Duties

The incumbent serves as administrative assistant to the Department Head and has the primary responsibility of the day to day administration, including, medical, administrative, technical, and clerical support for adult and children eligible patients seen by Licensed Independent Providers, Psychiatrists, Psychologists, Child Psychologists, and Substance Abuse Rehabilitation Program (SARP) Counselors within the Behavioral Health (BH) Department. Provides administrative support for the completion of assessments, follow-up therapy sessions, referral processes, and all the different aspects of care provided by the Department. Receives visitors and telephone calls, determines the nature of requests, and directs callers to appropriate staff. Schedules appointments and arranges time and location of meetings and educational presentations. Manages the Outlook schedule to reflect all appointments, commitments, and events relating to the clinic and staff members, ensuring the coordination of all events without conflicts or double booking. Schedules patient drug and alcohol screening appointments, ensuring the command Drug and Alcohol Program Assistance are informed of the quarterly meetings, current policies, and required reports and paperwork when sending patients for appointment/programs. Ensures all patient visits, no-shows, or cancellations are appropriately documented on a daily basis. Prepares required medical administrative forms, ensures patient's signature is included, updates and maintains all digital patient records, and assists in transitioning hard copy records to digital format. Reviews data to determine urgency of care and to advise providers of any situation requiring immediate attention. Assists with acute mental health visits for patient presenting to medical in crisis or distress. Acts as the command liaison and performs duties as interpreter between Italian and English languages in support of providers when caring for active duty personnel, U.S. GS civilians, U.S. contractors, eligible NATO personnel, and their family members.

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/medical-support-assistance-series-0679/>

EXPERIENCE: One (1) year of specialized experience equivalent to the Ua-06 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.

OR

EDUCATION SUBSTITUTION FOR EXPERIENCE: “Laurea” in any field or equivalent.
To receive credit, you must fill out the required fields on the “Employment Application” form.)

HOW YOU WILL BE EVALUATED: 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://cnreurfcent.cnid.navy.mil/About/Job-Openings/Local-National-Vacancies/>

Applicants may inquire about the status of their job applications by e-mailing to: usn.naples.ochr.washingtondc.mbx.hro-naples-in-jobs@us.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. *Inquiring on job application submitted by ROSSI, MARIO, ANN# 3049B-123456-EI, Office Automation Clerk, Ua-0326-06, on 22 Nov 2022*).

THE DEPARTMENT OF THE NAVY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Revised FEB 2024

DEPARTMENT OF THE NAVY, OFFICE OF CIVILIAN HUMAN RESOURCES (OCHR)
HUMAN RESOURCES OFFICE (HRO), NAPLES, ITALY (Revised Jan 2024)

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 the **revised** e-mail address as below:
usn.naples.ochr@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://cnreurfacent.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

The new application form may be downloaded from:
<https://cnreurfacent.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 NAVSUPACT 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.