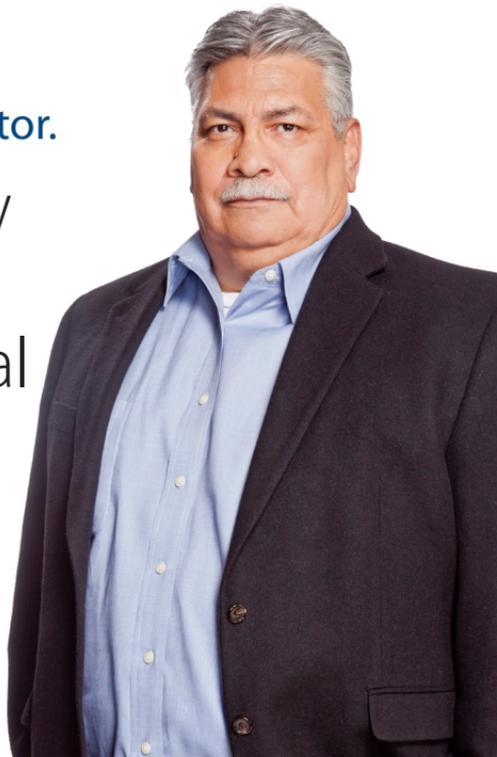


I'm not just an administrator.  
I'm helping fellow  
Veterans access  
advanced medical  
treatment.



*Alfred, VA scheduling administrator - Surgery*



Become a VA administrator.



**Veterans Health  
Administration**

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# Why VA?

The **best care** starts with the **best opportunities.**

More than a century ago, President Lincoln made a promise to America's servicemen and women, pledging the care and concern of a grateful Nation for the sacrifices they made to preserve freedom. Since 1930, the mission of the Department of Veterans Affairs (VA) has been to keep that promise.

Today, Department of Veterans Affairs has grown into one of the largest, most technologically advanced health care systems in the United States. We have employees who work at more than 153 medical centers, 909 ambulatory and community-based outpatient clinics, 135 nursing homes, and a number of other facilities across the country.

At VA we strive to provide a professional, supportive environment where our patients, *and you*, can thrive.



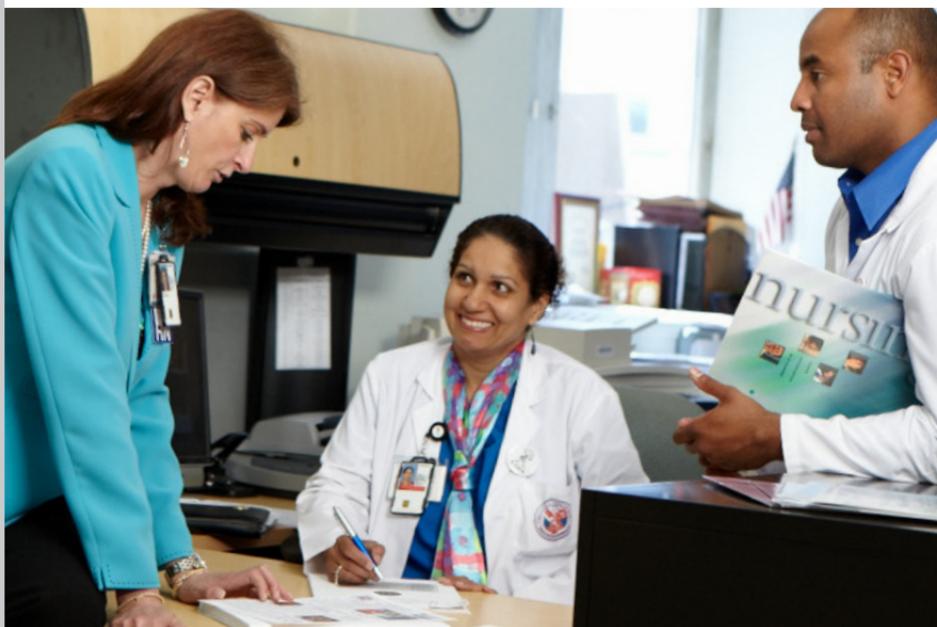
# VA and administrators.

VA offers our administrative and support professionals the ability to explore more than 300 different disciplines and each of them plays a vital role in helping us to deliver exceptional care to our Nation's

Veterans. And, our vast health care system also allows them the freedom to grow professionally by learning from and exchanging best practices with other administrative and support professionals in our network.

Currently, VA offers career opportunities for administrative and support professionals in the following areas:

- **Accounting**
- **Administrative**
- **Business**
- **Contracting**
- **Finance**
- **Support Services**
- **Information Systems**
- **Information Technology**
- **Human Resources**



And, because we seek to employ only the highest quality administrative and support professionals, we offer a robust benefits package to individuals that are committed to providing quality health care for our Nation's Veterans. VA employee benefits include competitive salaries, first-rate employment benefits, extensive education support, tuition reimbursement programs, nationwide job transfer opportunities, and ample paid leave.

# The best patients.



Young or old, male or female, it doesn't matter: Veterans have a special camaraderie with each other, and that bond extends to our administrative team and support professionals.

From injured active duty personnel to Veterans of all ages, our patients rely on their administrative and support professionals to deliver unique and resourceful solutions, for issues that range from navigating their financial records to ensuring their medical history is easily accessible to their treatment care teams.

As a result, the entire VA care team, including our administrative and support professionals, receives the deepest of appreciation from the many brave, grateful individuals who have served our Nation.

# The best **support.**

As the largest health care network in the Nation, VA has the ability to provide our administrative and support employees' access to a system that offers the best in professional collaboration, advancement and educational and support opportunities.

At VA, our administrative and support professionals are vital members of our medical community, and are an essential part of helping VA provide America's Veterans with the best care. As such, we strive to provide a supportive environment that encourages professional growth and development and offers individual recognition for personal achievement.

We respect and value our administrative and support employees regardless of position, education background, credentials or professional experience. And, we offer an environment rich with opportunities designed to advance their careers via a number of workforce, leadership development, and training programs.

Working at VA offers you a lifetime of learning. Not only will you be exposed to exceptional training programs, continuing education opportunities and career advancement, you will receive the support of some of the most dedicated individuals in the country.



# The best **technology.**

## Take your career to a **higher level.**

**Our philosophy is simple: technology-driven care enhances staff performance and improves patient results.**

That's why VA prides ourselves on providing our administrative and support professionals with state-of-the-art computers and the latest software programs. And after years of development, we now have the most comprehensive computerized patient records system in the Nation. This system puts individual Veteran medical records, lab results, x-rays, EKGs, and more at the fingertips of our administrative professionals, making it easier for them to excel at their positions.

Helping a Veteran navigate their administrative and financial records, or helping to improve our Information Technology resources, are all examples of how providing the best technology to our administrative and support professionals helps them give back to our country.

VA also utilizes technology to enhance our administrative and support employees' professional development. Computer-based networking (mail groups), teleconferences, and online training sessions enable VA employees to communicate across the country to learn new information, share research, and exchange best practices.



# Specialized **training** for specialized **career paths.**

And as one of the largest health care systems in the Nation, VA provides our administrative and support professionals with access to a number of robust educational and training programs designed to advance their careers.



## **TECHNICAL CAREER FIELD PROGRAM**

Certain positions within VA health care system require specialized knowledge that can only be obtained through a two-year internship in the VA Technical Career Field (TCF) Program. The TCF Program is one of the largest training programs at VA. Upon successful completion of the training program, you are non-competitively placed within the VA system.

## **GRADUATE HEALTHCARE ADMINISTRATION TRAINING PROGRAM: RESIDENTS & FELLOWS**

This intensive, 12-month program allows you to learn from and interact daily with VA health care administrators and support professionals. This is an amazing opportunity for you to receive world-class training in one of the largest and most successful programs at VA.

## HEALTH SYSTEMS MANAGEMENT (HSM) TRAINEE PROGRAM

This intensive, 12-month program is a primary source for developing highly-trained health care administration professionals who provide staff support to key health care management officials within VA medical facilities. Upon successful completion of any of these programs, you'll also be eligible for non-competitive placement in VA health care system.

## VA OFFERS ADMINISTRATIVE AND SUPPORT CAREERS IN THE FOLLOWING AREAS:

- Accounting
- Administrative
- Business
- Contracting
- Finance
- Support Services
- Information Systems
- Information Technology
- Human Resources



# Did you know **that VA:**

- Received patient satisfaction scores higher than those in the private sector health care industry for six consecutive years
- Earned quality scores that exceed the national average, according to three different quality assessment organizations
- Installed an electronic patient record system that is one of the best in the Nation, earning Harvard's prestigious Innovations in American Government Award



Mobility is just one of the advantages of working for VA. We offer employment opportunities from coast to coast and beyond. So, whether you enjoy living beachside, in a bustling metropolis or in the serene countryside, there's likely a VA facility nearby.



# Better benefits. The best care.

VAs mission is to provide the best possible care for Americas Veterans. In re turn for helping VA achieve this goal, VA offers extensive employment benefits.

## LEAVE AND INSURANCE

- Paid annual (vacation/personal) leave
- Paid annual sick leave; no limit on accumulation of hours
- 10 paid annual Federal holidays
- 15 days paid annual military leave
- Family and Medical Leave Act, which allows employees to take up to 12 weeks of leave for medical reasons, for the birth or adoption/foster care of a child, and for the care of a child, spouse, or parent who has a serious health problem
- Choice of group health insurance plans with the majority of premiums paid by the Federal Government; insurance may become effective as soon as the first full pay period after beginning duty
- Term life insurance with coverage based on salary and with the cost shared by the Federal Government; family and additional coverage options available

## RETIREMENT

Employees are covered by the Federal Employees' Retirement System (FERS). FERS, a three-tier retirement plan, is comprised of Social Security benefits, FERS basic benefits, and the Thrift Saving Plan (TSP). TSP is a tax-deferred savings plan with an automatic base contribution and partial matching of employee contributions by the Federal Government.

## MOBILITY

Did you know VA has medical facilities located in all 50 states, the District of Columbia, Puerto Rico, and the Philippines? Our employees may transfer to any location where there is an available vacancy without loss of benefits and usually no loss in pay. Some VA facilities are also authorized to pay relocation costs in selective cases where a high need is demonstrated to fill a position.



### **TUITION REIMBURSEMENT PROGRAM**

Tuition reimbursement may be available to full-time VA employees who are enrolled in any accredited degree program, from associate to doctoral degrees. Prerequisite courses needed for acceptance into a degree program are also funded.

### **WORKPLACE BENEFITS**

- Smoke-free and drug-free workplace
- Stable work environment
- Work/life balance
- Competitive salary
- Childcare at some facilities
- Childcare subsidy program
- Free parking at most facilities
- Transit subsidy programs at most facilities
- Flexible scheduling
- Workforce and leadership development programs
- Credit unions
- Employee association
- Dining facilities and tax-free retail store
- Employee wellness programs

# VA hiring policies.

## QUALIFICATIONS

Minimum qualifications for appointment as a VA nurse are:

- U.S. citizenship (non-citizens may be appointed on a temporary basis when qualified citizens are not available)
- Personal interview
- English language proficiency (spoken and written)
- Satisfactory physical examination; may include drug screening





### **SALARY INFORMATION**

- VA administrative and support professionals are compensated according to a Locality Pay System (LPS). The LPS is designed to ensure that VA employees are paid competitive rates within the local labor markets. As such, salary ranges vary according to facility location
- Starting salaries and grades are based on the nature and extent of professional education, training, and experience
- VA administrative and support professionals are awarded regular increases within each grade based on satisfactory performance
- VA administrative and support professionals may be paid overtime and other forms of premium pay

Call the Human Resources Management Office at your local VA health care facility or visit [www.VAcareers.va.gov](http://www.VAcareers.va.gov) to learn more. For more information, call **1-800-949-0002**.

## How to Apply:

# VAcareers.va.gov

VA can take you anywhere you want to live and work. We have facilities in all 50 states, the District of Columbia, and U.S. Territories. So, whether you're a confirmed urbanite, fond of the beach, or in search of peaceful Midwestern landscapes, you can explore VA administrative and support opportunities.

Because hiring decisions are made locally, you should apply directly to the administrative/support Recruiter or Human Resources Management Office at the VA health care facility where you desire employment consideration. Information about VA administrative and support careers and application procedures may be obtained from any VA facility.

Veteran employment information can also be obtained by contacting

**[VAplacementservice@va.gov](mailto:VAplacementservice@va.gov)**

The toll-free number is **1-800-949-0002**.

Employment information and job applications can also be found on the Internet at

**[VAcareers.va.gov](http://VAcareers.va.gov)**



**Veterans Health  
Administration**



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