

**ENGINEERING BILLETS VACANCY AND TRANSFER LISTING as of 09/18/20**

If you have any changes or additions that need to be made to this listing, please contact either LCDR Praveen K.C. (202-564-5044; kc.praveen@epa.gov) or CAPT Paul Gagliano (214-767-0422; Paul.Gagliano@ihs.gov). The most recent version of this list may also be posted on the EPAC website under Job Opportunities and Vacancies.

Job Title	Agency	Location	Contact	Billet	USAJobs Announcement #	Closing Date
Environmental Engineer	IHS	Fort Defiance, AZ	Helen Laughing-Hoskie 301-273-4633 <a href="mailto:helen.laughing-hoskie@ihs.gov">helen.laughing-hoskie@ihs.gov</a>	O2/O3	<a href="#">IHS-20-GR-10897360-ESEP/MP</a>	21-Sep-20
Environmental Engineer	IHS	Gallup, NM	Helen Laughing-Hoskie 301-273-4633 <a href="mailto:helen.laughing-hoskie@ihs.gov">helen.laughing-hoskie@ihs.gov</a>	O2/O3	<a href="#">IHS-20-GR-10897360-ESEP/MP</a>	21-Sep-20
Environmental Engineer	IHS	Tuba City, AZ	Helen Laughing-Hoskie 301-273-4633 <a href="mailto:helen.laughing-hoskie@ihs.gov">helen.laughing-hoskie@ihs.gov</a>	O2/O3	<a href="#">IHS-20-GR-10897360-ESEP/MP</a>	21-Sep-20
Environmental Engineer	IHS	Shiprock, NM	Helen Laughing-Hoskie 301-273-4633 <a href="mailto:helen.laughing-hoskie@ihs.gov">helen.laughing-hoskie@ihs.gov</a>	O2/O3	<a href="#">IHS-20-GR-10897360-ESEP/MP</a>	21-Sep-20
Environmental Engineer	IHS	Polacca, AZ	Travis Yellowhair 602-364-5096 <a href="mailto:travis.yellowhair@ihs.gov">travis.yellowhair@ihs.gov</a>	O2/O3	<a href="#">IHS-20-PX-10905312-ESEP/MP</a>	23-Sep-20
Environmental Engineer	IHS	Winterhaven, CA	Travis Yellowhair 602-364-5096 <a href="mailto:travis.yellowhair@ihs.gov">travis.yellowhair@ihs.gov</a>	O2/O3	<a href="#">IHS-20-PX-10905312-ESEP/MP</a>	23-Sep-20
General Engineer	IHS	Eagle Butte, SD	Andy Fields 605-226-7239 <a href="mailto:andrea.fields@ihs.gov">andrea.fields@ihs.gov</a>	O4/O5	<a href="#">IHS-20-GP-10832713-ESEP/MP</a>	30-Sep-20
General Engineer	IHS	Mobridge, SD	Andy Fields 605-226-7239 <a href="mailto:andrea.fields@ihs.gov">andrea.fields@ihs.gov</a>	O4/O5	<a href="#">IHS-20-GP-10832713-ESEP/MP</a>	30-Sep-20
Environmental Engineer	IHS	Minot, ND	Andy Fields 605-226-7239 <a href="mailto:andrea.fields@ihs.gov">andrea.fields@ihs.gov</a>	O4	<a href="#">IHS-20-GP-10852551-ESEP/MP</a>	30-Sep-20
Environmental Engineer	IHS	Martin, SD	Andy Fields 605-226-7239 <a href="mailto:andrea.fields@ihs.gov">andrea.fields@ihs.gov</a>	O2/O4	<a href="#">IHS-20-GP-10851984-ESEP/MP</a>	30-Sep-20
Environmental Engineer	IHS	Minot, ND	Joseph Dudley 605-226-7359 <a href="mailto:joseph.dudley@ihs.gov">joseph.dudley@ihs.gov</a>	O4/O5	<a href="#">IHS-20-GP-10866376-ESEP/MP</a>	31-Oct-20
Environmental Engineer	IHS	Mobridge, SD	Andy Fields 605-226-7239 <a href="mailto:andrea.fields@ihs.gov">andrea.fields@ihs.gov</a>	O2/O3	<a href="#">IHS-20-GP-10826995-ESEP/MP</a>	31-Dec-20
Environmental Engineer	IHS	Bemidji, MN	Vanessa Peralta 218-444-0471 <a href="mailto:vanessa.peralta@ihs.gov">vanessa.peralta@ihs.gov</a>	O2/O3	<a href="#">IHS-20-BJ-10845029-ESEP/MP</a>	31-Dec-20
Environmental Engineer	IHS	Sault Ste Marie, MI	Vanessa Peralta 218-444-0471 <a href="mailto:vanessa.peralta@ihs.gov">vanessa.peralta@ihs.gov</a>	O2/O3	<a href="#">IHS-20-BJ-10757381-ESEP/MP</a>	31-Dec-20
Environmental Engineer	IHS	Ashland, WI	Vanessa Peralta 218-444-0471 <a href="mailto:vanessa.peralta@ihs.gov">vanessa.peralta@ihs.gov</a>	O2/O3	<a href="#">IHS-20-BJ-10757381-ESEP/MP</a>	31-Dec-20
Environmental Engineer	IHS	Martin, SD	Joseph Dudley 605-226-7359 <a href="mailto:joseph.dudley@ihs.gov">joseph.dudley@ihs.gov</a>	O2/O3	<a href="#">IHS-20-GP-10891737-ESEP/MP</a>	31-Dec-20

Job Title	Agency	Location	Contact	Billet	USAJobs Announcement #	Closing Date
Environmental Engineer	IHS	Minot, ND	Joseph Dudley 605-226-7359 <a href="mailto:joseph.dudley@ihs.gov">joseph.dudley@ihs.gov</a>	O2/O3/O4	<a href="#">IHS-20-GP-10895632-ESEP/MP</a>	31-Dec-20
Environmental Engineer	IHS	Eagle Butte, SD	Joseph Dudley 605-226-7359 <a href="mailto:joseph.dudley@ihs.gov">joseph.dudley@ihs.gov</a>	O4	<a href="#">IHS-20-GP-10751149-ESEP/MP</a>	31-Dec-20
Compliance-Healthcare Risk Management Program Manager	DHS			O5	See Attached	Open Until Filled
Facility Healthcare Program Manager	DHS			O5	See Attached	Open Until Filled
Health Services Administrator	DHS			O6	See Attached	Open Until Filled
Health Systems Specialist (IHSC Task Manager)	DHS			O5	See Attached	Open Until Filled
Health Regulatory Administrator (Non-Supervisory)	DHS			O6	See Attached	Open Until Filled
Investigator	DHS			O5	See Attached	Open Until Filled
Personnel Management Officer	DHS			O5	See Attached	Open Until Filled
Program Analyst	DHS			O5	See Attached	Open Until Filled
Program Management Officer - Health & Safety	DHS			O5	See Attached	Open Until Filled
Senior Credentialing Specialist	DHS			O5	See Attached	Open Until Filled
Personnel Management Officer-Talent Manager	DHS			O5	See Attached	Open Until Filled
Consumer Safety Officer/Investigator	FDA	Elizabeth, NJ Jamaica, NY Philadelphia, PA	CAPT Nazmul Hassan <a href="mailto:nazmul.hassan@fda.hhs.gov">nazmul.hassan@fda.hhs.gov</a>	O2 /O4		Open Until Filled

# **Compliance-Healthcare Risk Management Program Manager (O-5)**

## **Position Description**

### **INTRODUCTION:**

This position is located within the Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), ICE Health Service Corps (IHSC), Office of the Deputy Assistant Director of Health Care Compliance, Medical Quality Management (MQM) Unit. The incumbent will report directly to the Supervisory Compliance Healthcare Risk Management Program Manager/Team Lead. This is a non-supervisory position.

As the MQM Compliance-Healthcare Risk Management (HRM) Program Manager, the incumbent is responsible for performing various duties related to managing potential risks and liabilities within ICE/IHSC. This includes prevention, reduction and control of loss to the organization, creating and implementing policies that improve both the healthcare and safety of the detained population and employees assist in the prevention of sentinel events, and educating and training staff about potential mitigating risks.

IHSC has a multi-sector, multidisciplinary workforce of more than 1400 employees, including U.S. Public Health Service (PHS) commissioned officers, federal civil servants, and contract staff. The IHSC provides on-site direct patient care to ICE detainees at 20 detention facilities throughout the country and manages the provision of off-site medical care for detainees housed in approximately 240 additional Intergovernmental Service Agreement (IGSA) facilities. The ICE detainee population is approximately 34,000 detainees on a daily basis, with an average length of stay of approximately 30 days, and over 400,000 detainees annually. The IHSC also provides medical support during ICE enforcement operations in the air, on the ground, and at sea.

### **VISION:**

To be the best health care delivery system in detention and correctional health care.

### **MISSION:**

To provide the safe delivery of high quality health care to those in ICE custody.

### **COMPETENCIES:**

1. Demonstrate strong organization and time management skills.
2. Demonstrates strong oral and written communication skills.

3. Demonstrates strong problem solving, judgement and decision-making skills.
4. Cultural competency.
5. Interpersonal skills.
6. Integrity/Honesty/Ethics

### **DUTIES AND RESPONSIBILITIES:**

1. Develop and enforce risk management program initiatives, and enact the changes in clinical practice, policy and procedures to preserve the agency's assets, reputation and quality of care.
2. Provide policy guidance, consultation and review of sentinel events.
3. Assist in the development, review and revise policies and guides related to risk management annually, or as necessary to reduce mitigating risks to the agency.
4. Provide oversight, monitoring and training of the incident reporting electronic tool.
5. Coordinate risk management activities, e.g. root cause analysis (RCA) of incidents that occurred in the facilities and provide proactive risk reduction strategies.
6. Collect data, monitor trends and report results to Team Lead.
7. Conduct medical record audits using electronic Clinical Works (eCW) for review of appropriate delivery of quality health services.
8. Ensures established standards of care are monitored in IHSC facilities as well as in contract detention facilities and jails throughout the United States.
9. Maintains accountability and monitoring of risk management activities and identifying areas of improvement.
10. Participate in the identification of opportunities for CQI, recommendation of solutions for local facility issues and agency-wide concerns and implementation of plans and follow up activities related to the risk management.
11. Coordinate and assist with developing a corrective action plan for risk management and CQI issues identified.
12. Provide oversight for monitoring and completion of assigned corrective action plans.
13. Provides consultation or assessment of conditions in a detention facility which may originate from the Immigration and Customs Enforcement (ICE)/ERO, ICE Health Service Corps (IHSC), non-governmental organizations, or from detention facilities themselves.
14. Assesses request to identify key issues through additional fact-finding, if necessary, and determines appropriate level of response.
15. Conducts appropriate level of inquiries in order to minimize risk to health and well-being of detainees and to the health of the public at large.
16. Maintains accountability and monitoring of resources essential to program activities and meeting the mission and goals of IHSC.
17. Maintains up-to-date calendar of activities in order to coordinate activities with other unit and division staff and administration.
18. Conducts and/or coordinates inquiries related to risk management and CQI deficiencies and coordinates corrective actions with appropriate subject matter expert.
19. Extensive experience with application software and programs, i.e. Microsoft office (excel, PowerPoint, Adobe pdf) and systems software (electronic medical records)
20. Experience in data collection, statistical analysis and reporting using various

computer programs.

21. Submits monthly, quarterly and/or annual reports, as required.
22. Report any known public policies, regulations and or healthcare trends that affect the agency.
23. Maintain appropriate communication using chain of command.
24. Assist with providing instructional training on National Detention Standards, i.e. PBNDS, FRS, NCCHC, and ACA, as needed.
25. Participate in monthly staff meetings and other agency meetings, as required.
26. Participate in hiring and orientation process for new employees assigned to program.
27. Must be able to wear N-95 respirators if required, per CDC guidelines and IHSC policy (i.e., exposure to ILI and exposed detainees).
28. Conduct facility compliance audits as required.
29. Ability to travel based on position requirements, as needed.
30. Follows supervisory chain of command.
31. Other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Must be a Registered Nurse, Nurse Practitioner/Physician Assistant, or in a Healthcare or Healthcare Administration related field.
2. If incumbent is a clinician, it the individual's responsibility to fulfill the obligation(s) of their licensing or certifying body to maintain currency. (This position may be required to perform clinical activities within the scope of clinical license in time of critical needs within and at the direction of the agency).
3. Advanced degree (e.g. MA, MS) from a recognized accredited institution.
4. Three years of experience related to healthcare quality management, administration and/or health program management.
5. Certification in Healthcare Quality or Risk Management or able to obtain certification within 1 year of employment.
6. Maintains clinical professional skills, via continuing education opportunities.
7. Maintains basic readiness status.
8. Experience with information systems and computer programs.
9. Experience in program development, review, implementation and evaluation; to include developing fiscal year planning reports.
10. Knowledge of National Detention Standards (NDS), Performance-based National Detention Standards (PBNDS) and Family Residential Standards (FRS), National Commission of Correctional Healthcare (NCCHC) and American Correctional Association (ACA), required.
11. Ability to independently perform the functions/duties listed above, where applicable, with minimal to no supervision.
12. Ability to communicate effectively in both written and oral formats.
13. Ability to interact well and collaborate with all levels of personnel and management in ODCR, IHSC, ERO, ICE, and DHS offices, and with the Federal GS employees and contractors.
14. Ability work on several tasks/projects simultaneously.
15. Eligible to become a certified FactFinder (must meet agency requirements).
16. Knowledge of program policies, guidelines and operating procedures.

17. High degree of initiative, and follow through on a wide range of sensitive, complex and program issues.
18. Knowledge of ACA, NCCHC, FRS, and PBNDS.
19. Experience in healthcare quality management; CPHQ certification, strongly recommended.
20. Highly effective teaching skills to ensure goal directed outcomes.
21. Ability to plan and prioritize workload and travel schedule in accordance with IHSC policies.
22. Ability to assess, plan, organize and complete multiple tasks and responsibilities simultaneously.
23. Able to function independently with minimal oversight.
24. Ability to remain objective and maintain confidentiality.
25. Must be flexible and able to adapt to frequent changes in the daily operations.

**DHS SUPERVISORY CONTROLS:**

1. DHS
2. ICE
3. ERO

**HHS SUPERVISORY CONTROLS:**

1. DHHS
2. USPHS CC

**SUPERVISORY CONTROLS:**

The Compliance-Healthcare Risk Management Program Manager works under the direction of the Supervisory Compliance-Healthcare Risk Management Program Manager.

## **Facility Healthcare Program Manager (O-5)**

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### **INTRODUCTION:**

This position is located within the Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), ICE Health Service Corps (IHSC), Office of the Deputy Assistant Director of Health Systems Support, Health Operations Unit. The incumbent will serve as the Facility Healthcare Program Manager (FHPM) for one of the healthcare facilities located across the nation for IHSC.

As the Facility Healthcare Program Manager (FHPM), the incumbent is responsible to support the Health Services Administrator (HSA) in developing and maintaining a clinical program that align with IHSC policy, NCCHC, ACA or Family Residential Standards (FRS) and implementing and monitoring programming requirements as developed by MQM and PHSP that supports the safe, quality provision of care for the detained population, promotes an environment of safety and security for detainees, employees and visitors and ensures emergency preparedness and response readiness of the local clinical team.

IHSC has a multi-sector, multidisciplinary workforce of more than 1400 employees, including U.S. Public Health Service (PHS) commissioned officers, federal civil servants, and contract staff. The IHSC provides on-site direct patient care to ICE detainees at 22 detention facilities throughout the country and manages the provision of off-site medical care for detainees housed in approximately 240 additional Intergovernmental Service Agreement (IGSA) facilities. The ICE detainee population is approximately 34,000 detainees on a daily basis, with an average length of stay of approximately 30 days, and over 400,000 detainees annually. The IHSC also provides medical support during ICE enforcement operations in the air, on the ground and at sea.

### **VISION:**

To be the best health care delivery system in detention and correctional health care.

### **MISSION:**

IHSC mission is to manage and provide medical care to maintain the health of individuals in the custody of ICE through an integrated health care delivery system, based on nationally recognized correctional and detention health care standards. The Agency is committed to providing healthcare services to protect the nation's health, reduce global disease and support the safe apprehension, enforcement and removal of detained individuals involved in immigration proceedings.

### **COMPETENCIES:**

1. Superior Oral and Written Communication Skills
2. Leadership Skills
3. Active Listening Skills
4. Reading Comprehension
5. Strong Interpersonal Skills

6. Strong Organizational and Time Management Skills
7. Strong Analytical Skills
8. Solution-Centered Decision-Making Skills
9. Keen Ability to Analyze Processes and Systems
10. Integrity/Honesty
11. Cultural Competency

**DUTIES AND RESPONSIBILITIES:**

1. Works collaboratively with the HSA in the local development and implementation of the following IHSC directed support programs: Accreditation Readiness and Standards Compliance, Quality Improvement (QI), Occupational Health, Infection Control and Prevention, Tuberculosis (TB) Public Health Actions, Infectious Disease Public Health Actions, Environmental Health, Safety and Security, and All Hazards Emergency Preparedness and Response
2. Collaborates with the on-site Health Services Administrator (HSA) as subject matter expert and key advisor on compliance, incident reporting, risk management, QI, environmental health, safety and security, occupational health, infection prevention and control, tuberculosis case management, and all hazards emergency preparedness.
3. Serves as the key liaison between the facility and local and state health departments.
4. Serves as a key member of IHSC National QI and Public Health, Safety, and Preparedness Committees, and program initiatives not limited to attending regional/national meetings.
5. Develops, coordinates, implements, and monitors associated tasks and duties related to quality improvement including, to include the implementation and leadership oversight of the local quality improvement program, which is not limited to managing the local QI Committee, oversight for developing and improving local QI performance measures, managing the local improvement of national QI performance measures, conducts data/trend analysis, and implementation of improvement strategies and time frames for continued monitoring via internal quality improvement program.
6. Assists HSA in developing, coordinating, implementing, and monitoring associated tasks and duties related to risk management program, including, but not limited to investigation of incident reports and adverse events as well as preparation of facility responses to correct the identified process issue.
7. Assists HSA in developing, coordinating, implementing, and monitoring associated tasks and duties related to environmental health and safety and security, including, but not limited to conducting daily, weekly, monthly, quarterly, and annual medical clinic inspections, documenting findings, identifying corrective actions, and coordinating implementation of corrective actions.
8. Assists HSA in developing, coordinating, implementing, and monitoring associated tasks and duties related to occupational health, including, but not limited to, recording and reporting of occupational injuries and illnesses.
9. Assists HSA in developing, coordinating, implementing, and monitoring associated tasks and duties related to tuberculosis case management, including, but not limited to tracking, documenting, and ensuring completeness of clinical, diagnostic, and treatment information; facilitating referrals for transnational continuity of care; reporting; and liaising with public health

agencies. May serve as an alternate for infection prevention and control activities if the site's staffing model includes an Infection Preventionist.

10. Develops, coordinates, implements, and monitors associated tasks and duties related to infection prevention and control and infectious disease public health actions, including, but not limited to coordinating contact and outbreak investigations and liaising with public health agencies.
11. Provides leadership, training, and oversight on compliance with standards and accreditation, incident reporting, risk management, quality improvement, environmental health, safety and security, occupational health, infection prevention and control, tuberculosis case management, and hazards emergency preparedness.
12. Monitors, reviews, coordinates, and ensures complete and timely reporting of compliance, incident reporting, risk management, quality improvement, environmental health, safety and security, occupational health, infection prevention and control, tuberculosis case management, and hazards emergency preparedness activities.
13. Reports findings and recommended corrective actions in writing, through established chains of communication, within specified timeframes.
14. Facilitates staff training and education related to compliance, incident reporting, risk management, quality improvement, environmental health, safety and security, occupational health, infection prevention and control, tuberculosis case management, and hazards emergency preparedness.
15. Monitors and reviews established performance indicators for compliance with national IHSC policies and applicable standards [American Correctional Association (ACA), National Commission on Correctional Health Care (NCCHC), and ICE Performance Based National Detention Standards (PBNDS), and ICE Family Residential Standards (FRS, if applicable to the facility)].
16. Collaborates with the HSA in performing assessments of the health unit for accreditation under the appropriate standards and ensures the preparation of the health unit for any accreditation that the site is expected to obtain.
17. Prepares the facility for accreditation/re-accreditation audits, by reviewing processes, updating policy, training staff, and building folders for audit preparation, and record keeping for future re-accreditation audits.
18. Conducts pre-audit chart reviews in preparation for the annual IHSC Health Systems Assessment and assist the HSA in responding to identified deficiencies and development of corrective action plans (CAPs).
19. Secures and maintains all files and information in accordance with all established policies, procedures and regulations.
20. Ensures compliance standards, including updates on national and local policies and procedures, are disseminated appropriately to staff in a timely manner.
21. Updates local operating procedures and forwards to HSA for approval.
22. Develops recommendations for improvements and corrective actions if deficiencies are recognized during accreditation audits and health systems assessments.
23. Serves as liaison between investigators and facility staff. Provides policy, records, or other documentation required by investigator. Arranges interviews and prepares responses to action items.
24. May be asked to serve as an Acting HSA or AHSA when needed
25. Other duties as assigned.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Bachelor's degree in Nursing, Advanced Nurse Practitioner, Physician Assistant, or Advanced Public Health from an accredited degree issuing institution.
2. Maintains clinical competency in qualifying degree.
3. Maintains BLS certification.
4. Demonstrates a working knowledge of ICE and IHSC rules, regulations, and policies.
5. Proficient knowledge in, applicable detention health care standards PBNDS, NCCHC, and ACA, and ICE FRS (if applicable to the facility).
6. Proficient knowledge of the accreditation and compliance review processes.
7. Ability to critically analyze situations, data and information and be able to develop and pose probing questions.
8. Ability to work on several projects simultaneously.
9. Ability to interact well and collaborate with all levels of personnel and management in IHSC, ERO, ICE and DHS offices, and with Federal contractors
10. Proficient knowledge of applicable IHSC national policies and general standards of care related to the incumbent's area of professional practice.
11. Strong project management skills and abilities.
12. Proficiency with electronic health records and ability to quickly develop competency with IHSC's electronic health record
13. Ability to conduct chart reviews using the electronic health record (eCW).
14. Proficiency with Microsoft Word and Excel; ability to manage, organize, and analyze complex information using spreadsheets and other data management tools
15. Effective with written and verbal professional communications in English.
16. Highly effective teaching skills to ensure goal directed outcomes.
17. Ability to plan and prioritize workload.
18. Experience in data collection and analysis.
19. Experience in program review and evaluation.
20. Experience in quality management and performance improvement in health care settings.
21. Knowledge of surveillance and research techniques.
22. Knowledge of policy and planning strategies.
23. Knowledge, skills and ability to locate, read and understand complex health care and prepares reports in electronic formats.
24. Knowledge, skills and ability to research and query information related to organizational policies and procedures, health care standards, detention standards, and regulations, and national guidelines.
25. Knowledge, skills and ability to analyze complex issues related to standards of care in a detention environment.
26. Knowledge of U.S. Occupational Safety and Health Administration (OSHA) regulations and National Fire Protection Association (NFPA) Life Safety Codes.

## **PHYSICAL DEMANDS:**

1. Requires physical exertion such as lifting objects greater than 30 pounds.
2. Required to perform CPR/emergency care standing or kneeling.

3. Must have the ability to assist sick, injured or aging detainees or staff exiting the building (may require lifting, dragging, wheeling or carrying someone who weighs significantly more than self).
4. The work may necessitate some physical characteristics that will be required when responding to an emergency situation, such as running short distance, prolonged standing and working in an austere environment.
5. Must perform the duties of job in a stressful and often austere environment without physical limitations.
6. Less than 25% travel required

**DHS SUPERVISORY CONTROLS:**

1. DHS
2. ICE
3. ERO

**HHS ADMINISTRATIVE CONTROLS:**

1. DHHS
2. USPHS CC

**SUPERVISORY CONTROLS:**

The Facility Healthcare Program Manager works under the supervision of the Health Services Administrator.

## **Health Services Administrator (O-6)**

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### **Position Description**

#### **INTRODUCTION:**

This position is located within the Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), ICE Health Service Corps (IHSC), Office of the Deputy Assistant Director of Health Systems Support, Health Operations Unit. The incumbent will report directly to the Regional Health Services Administrator (RHSA). This is a supervisory position.

The incumbent serves as the Health Services Administrator (HSA) for one of the health care facilities located across the nation for the ICE Health Service Corps (IHSC). These sites provide medical care to detainees in Immigration and Custom Enforcement (ICE) custody.

IHSC has a multi-sector, multidisciplinary workforce of more than 1400 employees, including U.S. Public Health Service (PHS) commissioned officers, federal civil servants, and contract staff. The IHSC provides on-site direct patient care to ICE detainees at 23 detention facilities throughout the country and manages the provision of off-site medical care for detainees housed in approximately 240 additional Intergovernmental Service Agreement (IGSA) facilities. The ICE detainee population is approximately 34,000 detainees on a daily basis, with an average length of stay of approximately 30 days, and over 400,000 detainees annually. The IHSC also provides medical support during ICE enforcement operations in the air, on the ground and at sea.

#### **VISION:**

To be the best health care delivery system in detention and correctional health care.

#### **MISSION:**

Provide the safe delivery of high quality health care to those in ICE custody

#### **COMPETENCIES:**

1. Superior oral/written communication skills.
2. Leadership skills.
3. The flexibility to work independently, as well as in a team-centered environment.
4. Active listening skills.
5. Reading comprehension.

6. Demonstrates strong interpersonal skills.
7. Demonstrates strong organizational and time management skills.
8. Demonstrates strong problem solving, judgement and decision-making skills.
9. Integrity and honesty.
10. Cultural competency.

**DUTIES AND RESPONSIBILITIES:**

1. Technical monitoring of vendor personnel at the facility.
2. Keeps the Contracting Officer Representative (COR) fully informed of any technical or contractual difficulties encountered during vendor performance.
3. Coordinates site visits for vendor personnel, if applicable.
4. Ensures government furnished property and supplies which includes medical equipment and administrative supplies are in good condition.
5. Ensures that all required items, documentation, data, and/or reports are submitted as required by the expected time frame.
6. Reviews all invoices and vouchers in a timely manner in accordance with the Prompt Payment Act.
7. Reviews translation services are being utilized and documented within the medical record.
8. Provides training and mentoring of the site Assistant Health Services Administrator (AHSA).
9. Provides administrative supervision to government employees and manages personnel issues, and potential resolutions when applicable.
10. Collaborates with the RHSA and Chief of Health Operations regarding complex personnel and operational issues, providing potential resolutions.
11. Collaborates with the on-site Clinical Director and Regional Clinical Director (RCD) to ensure access to care and provision of health care services are within the scope and support of ICE/IHSC policy and accreditation standards.
12. Reviews and approves the health care unit staffing schedule and approves schedules to ensure staffing shifts are filled and support the mission.
13. Prepares fiscal year budget proposals and projections and ensures the appropriate management of the unit budget.
14. Manages the local government purchase program (P-Card) or delegates this to designees ensuring that proper level of medical equipment and supplies is on site to provide proper treatment.
15. Provides management reports as required, to include monthly health care unit activity reports.
16. Maintains awareness of unit operational issues.
17. Participates in scheduled HSA meetings and Triad meetings.
18. Reviews all employee files to ensure compliance with the contract and that all employees receive appropriate orientation initially and annually thereafter.
19. Monitors on-site contracts including but not limited to; bio-medical waste, teleradiology, labs, etc. and ensures services rendered are consistent with the contract.

20. Collaborates with the headquarters contracting officer to ensure compliance with Federal Acquisition Regulations (FAR) policy for purchasing and procurement, and appropriate implementations of all contracts.
21. Reviews documentation for laboratory, radiology, and pharmaceutical services rendered is accurate.
22. Performs assessments of the health unit for accreditation under the appropriate standards and ensures the preparation of the health unit for any accreditation that the site is expected to obtain.
23. Monitors incidents, sentinel events and potential litigation situations, providing documentation of corrective actions accordingly.
24. Ensures the maintenance of the on-site personnel, employee health, credentialing and privileging files per IHSC policy.
25. Ensures that appropriate program activities are established and monitored as needed, including Infection Control Officer, Safety Officer and Performance Improvement Coordinator.
26. Monitors compliance of all required elements within IHSC policy and accreditation.
27. Reviews all staff training for completeness and documented in accordance with accreditation standards.
28. Monitors and participates in unit meetings, including performance improvement, staff meetings etc.
29. Informs ICE officials of detainee or residential issues and assists with investigations and problem resolution as indicated.
30. Maintains a working relationship with the Field Officer Director (FOD), Assistant Field Office Director (AFOD), Warden, correctional personnel, contract providers, and outside agencies as applicable.
31. Develops staffing plans to ensure effective quality care provision.
32. Makes decisions independently.
33. Maintains and monitors the Electronic Health Record (eCW) daily tasks.
34. Travel required up to 20% as directed by the Unit Chief of Health Operations.
35. Formulates verbal and written responses of detainee inquires to IHSC leadership.
36. Follows supervisory chain of command.
37. Other duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Master's degree in Healthcare Administration or related field of study preferred, or a minimum of two years' experience in health care administration.
2. If the incumbent holds a clinical license, it is the responsibility of the incumbent to fulfill the obligation(s) of their licensing or certifying body to maintain current status. This position may be required to perform clinical activities with the scope of clinical license in times of critical needs within the agency.
3. Obtains level II Contracting Officer Representative (COR) Certification within 12 months of hire

4. Maintains clinical professional skills via continuing education opportunities and aid in support via TDY as needed.
5. Correctional Health experience preferred.
6. Knowledge of issues confronting the health care delivery system, including specific problems and concerns of special population groups.
7. Flexibility and ability to adapt to sudden changes in schedules and work-related requirements.
8. High degree of independence, initiative, and follow-through on a wide range of sensitive, complex, and program issues.
9. Proven ability to respond 24/7 to staff for consultation.
10. Maintains basic readiness status.
11. Maintains current CPR/BLS certification.

**PHYSICAL DEMANDS:**

1. Required to walk unaided at a normal pace for up to 5 minutes and maintain balance.
2. Required to jog/fast walk up to ¼ mile.
3. Requires physical exertion such as lifting objects greater than 30 pounds.
4. Required to perform CPR/emergency care standing or kneeling.
5. Must have the ability to assist sick, injured or aging detainees or staff exiting the building (may require lifting, dragging, wheeling or carrying someone who weighs significantly more than self).
6. Must be able to see, hear and smell with aids if necessary.
7. Must be able to lift, push, or carry 30 pounds
8. Must perform the duties of my job in a stressful and often austere environment without physical limitations.

**DHS SUPERVISORY CONTROLS:**

1. DHS
2. ICE
3. ERO

**HHS SUPERVISORY CONTROLS:**

1. DHHS
2. USPHS

**SUPERVISORY CONTROLS:**

The Health Services Administrator works under the general supervision of the Regional Health Services Administrator.

## **Health Systems Specialist/IHSC Task Manager (O-5) non-supervisory**

### **Position Description**

#### **INTRODUCTION**

This position is located within the Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), ICE Health Service Corps (IHSC), Office of the Chief of Staff. The incumbent will report directly to the IHSC Taskings Program Manager. This is a non-supervisory position.

The incumbent will serve as a Health System Specialist and Task Manager for the IHSC Taskings Program. In this capacity, the incumbent: utilizes the IHSC Task Management System (iTMS); serves the point of contact for incoming staff actions, tasks, and requests for information (RFI); and expertly facilitates, coordinates, and clears official IHSC responses.

IHSC receives over 100 tasks and RFI per month from internal and external government agencies, including Congress, the President and his representatives, and a variety of external sources, non-governmental organizations (NGO), legal representatives, and health care agencies. The majority of tasks are directly related to the health care that IHSC administers to approximately 16,500 detainees housed in the 19 IHSC staffed clinics, and the medical case management and oversight of care IHSC provides to another 25000 detainees per day at the intergovernmental service agreement (IGSA) facilities. IHSC health care professionals at the IHSC staffed facilities, as well as those associated with the 24 ERO Field Offices, conduct medical records reviews and investigations, and they review facility compliance with identified medical standards to develop responses that best reflect the IHSC mission and health care system. They also represent IHSC's parent organization, Enforcement and Removal Operations, ICE, and DHS.

IHSC has a multi-sector, multidisciplinary workforce of more than 1,400 employees, including U.S. Public Health Service (PHS) commissioned officers, federal civil servants, and contract staff. IHSC provides on-site direct patient care to ICE detainees at 19 detention facilities throughout the country and manages the provision of off-site medical care for detainees housed in approximately 250 additional Intergovernmental Service Agreement (IGSA) facilities. The ICE detainee population is approximately 34,000 detainees daily, with an average length of stay of approximately 30 days, and over 400,000 detainees annually. IHSC also provides medical support during ICE enforcement operations in the air, on the ground and at sea.

#### **VISION:**

To be the best health care delivery system in detention and correctional health care.

#### **MISSION:**

To provide the safe delivery of high quality health care to those in ICE custody.

## **COMPETENCIES:**

1. Superior oral/written communication skills.
2. Strong team interpersonal skills, including ability to participate effectively in small group team dynamics, and to build and maintain relationships with diverse partners or customers.
3. Analytical skills.
4. Active listening skills.
5. Ability to navigate complex systems.
6. Demonstrates strong interpersonal skills.
7. Demonstrates strong organizational and time management skills.
8. Demonstrates strong problem solving, judgment, and decision-making skills.
9. Integrity/honesty.
10. Cultural competency.
11. Reflect increasing independence, initiative, responsibility and leadership.

## **DUTIES AND RESPONSIBILITIES:**

1. Manage, assign, refine, monitor, review, balance task workload, and close out all taskings.
2. Administers the iTMS to manage the movement of tasks received from internal and external stakeholders, and to and through action officers, to successful conclusion. Provides user guidance and schedules, and iTMS training for action officers and IHSC staff.
3. Initiates and communicates with action officers to ensure they are aware of their taskings; coordinates responses; and follows up and provides technical assistance as needed, to complete task on time.
4. Provides progress and status updates to the IHSC Taskings Program Manager, and provides recommendations on all iTMS related issues, tasks, and changes to the taskings policy and processes.
5. Through direct and constant coordination with ERO and ICE Task Management offices, requests adjustments to suspense dates and provides updates on tasks in-progress.
6. Provides guidance to action officers as task due dates change, and as roles and responsibilities are updated or altered.
7. Provides IHSC leadership with tasking status reports and workload analysis through IHSC Taskings Program Manager. Recommends process improvements when evident from workload analysis, for leadership decision. Pays attention to all related taskings to respond on-time, every time.
8. Participates in regular meetings with management to address issues, resolve problems, and provide recommendations for correcting or improving tasking functions.
9. Provides pertinent materials and reviews information to ensure completeness, accuracy, and adequacy.
10. Ensures products are consistent with IHSC policy and practice, with applicable health care standards and accurately reflect the IHSC mission and clinical and administrative procedures. Independently evaluates information products and recommends improvements as required.
11. Maintains and improves the iTMS system to efficiently and effectively meet organizational needs.
12. Perform other duties as assigned.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Graduate degree in health care profession discipline, preferred; or, a graduate degree with 3 to 5 years program management experience.
1. Maintain high degree of independence, initiative, and follow through on a wide range of sensitive, complex, and program issues.
2. Flexibility and ability to adapt to sudden changes in schedules and work-related requirements.
3. Ability to independently perform the functions/duties listed above, where applicable, with minimal to no supervision.
4. Ability to assess, plan, organize, and complete multiple tasks and responsibilities simultaneously.
5. Ability to communicate effectively in both written and oral formats to perform the functions/duties listed above.
6. Ability to professionally interact effectively and collaborate with other IHSC, ERO, and ICE offices, as well as all levels of management.
7. Proficiency in, common Microsoft Office Programs, specifically Microsoft Word, Excel, Outlook, and SharePoint.
8. Flexibility and ability to adapt to sudden changes in schedules and work-related requirements.
9. Knowledge of and can maintain proficiency in, or can obtain knowledge and maintain proficiency in, applicable detention health care standards
10. Requires a broad and extensive knowledge of the IHSC health care system, program principles, missions and functions and applicable correctional and detention health care standards (i.e., PBNDS, ICE National Detention Standards, NCCHC, ACA, and applicable federal laws).

## **PHYSICAL DEMANDS:**

1. Sitting and/or standing for extended periods of time (6-8 Hours).
2. Performing repeated bending motion.
3. Average manual dexterity for computer operation.
4. Phone use for extended periods of time.

## **DHS SUPERVISORY CONTROLS:**

1. DHS
2. ICE
3. ERO

## **SUPERVISORY CONTROLS:**

The Health Systems Specialist position works under the direct supervision of the IHSC Chief of Staff.

# **Healthcare Regulatory Administrator (O-6) Non-Supervisory**

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## **Position Description**

### **INTRODUCTION:**

This position is located within the Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), ICE Health Service Corps (IHSC), Office of the Assistant Director. The incumbent supports the Assistant Director by providing advice on a range of issues that overlap medical, legal, and policy domains. The incumbent will report directly to the IHSC Chief of Staff (CoS). This is a non-supervisory position.

IHSC has a multi-sector, multidisciplinary workforce of more than 1600 employees, including U.S. Public Health Service (PHS) commissioned officers, federal civil servants, and contract staff. The IHSC provides on-site direct patient care to ICE detainees at 20 detention facilities throughout the country and manages the provision of off-site medical care for detainees housed in approximately 240 additional Intergovernmental Service Agreement (IGSA) facilities. The ICE detainee population is approximately 34,000 detainees on a daily basis, with an average length of stay of approximately 30 days, and over 400,000 detainees annually. The IHSC also provides medical support during ICE enforcement operations in the air, on the ground and at sea.

### **VISION:**

To be the best health care delivery system in detention and correctional health care

### **MISSION:**

Provide the safe delivery of high-quality health care to those in ICE custody

### **COMPETENCIES:**

1. Demonstrates strong problem solving, judgment, and decision-making skills.
2. Demonstrates strong leadership skills.
3. Demonstrates strong interpersonal skills.
4. Demonstrates strong organizational and time management skills.
5. Demonstrates strong oral and written communication skills.
6. Demonstrates integrity and honesty.
7. Demonstrates cultural competency.
8. Ability to navigate complex systems.

## **DUTIES AND RESPONSIBILITIES**

1. Must have a demonstrated ability to learn new areas of regulatory law and advise clients with a high level of professionalism.
2. Must have the ability to identify problems in unfamiliar areas of regulatory law; resolving them fully and appropriately is critical to this position.
3. Gathers and interprets data, identifying and analyzing concerns of potential non-compliance.
4. Maintains comprehensive knowledge of laws and regulations governing business practices and health care industry standards.
5. Conducts fact-finding regarding potential noncompliance with applicable laws.
6. Must be able to successfully collaborate with other attorneys across practice areas to best advise the client, to include ICE's Office of the Principal Legal Advisor (OPLA).
7. Principal advisor to the AD on matters pertaining to the compliance of business operations and health information practices.
8. Will advise on matters relating to the medical licensure of federal employees.
9. Will advise on the interplay between federal and state jurisdiction over federal employees and federal contractors.
10. Will advise on licensure, medical licensure, licensure in multiple jurisdictions, or scope-of-practice issues.
11. Will advise agency leaders on matters relating to the unique employment law of the U.S. Public Health Service Commissioned Corps (USPHS).
12. Serve as the primary advisor on matters relating to the creation, negotiation, and revision of policies covering a wide range of medical topics, such as medical care in secure environments, patient rights, and patient privacy.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Juris Doctorate (J.D.) degree. Additional education or degrees in a health profession discipline or program management experience is desirable.
2. If you have an unrestricted medical or clinical license in any State, the District of Columbia or territory of the United States, it must be maintained.
3. Continuing education requirements must be met as required for licensing and board certification maintenance.
4. If a clinician, you will be subject to TDY internally to assist with field clinical operations and obtain clinical hours
5. Knowledge of USPHS personnel policies and procedures is required.
6. Experience with federal employment and regulatory law matters is desirable.
7. High degree of independence, initiative, and follow-through on a wide range of sensitive, complex, and program issues.
8. Ability to collaborate with stakeholders outside of the unit.
9. Flexibility and ability to adapt to sudden changes in schedules and work-related requirements.
10. Ability to work in a fast-paced environment
11. Proficiency with Microsoft Office applications.
12. Proficiency with Microsoft SharePoint.

**PHYSICAL DEMANDS:**

1. Sitting and/or standing for extended periods of time (6-8 Hours).
2. Performing repeated bending motion.
3. Average manual dexterity for computer operation.
4. Phone use for extended periods of time.

**DHS SUPERVISORY CONTROLS:**

1. DHS
2. ICE
3. ERO

**HHS ADMINISTRATIVE CONTROLS:**

1. DHHS
2. USPHS CC

**SUPERVISORY CONTROLS:**

The Healthcare Regulatory Administrator works under the general supervision of the IHSC Chief of Staff.

## **Investigator (O-5)**

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### **Position Description**

#### **INTRODUCTION:**

This position is located within the Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), ICE Health Service Corps (IHSC), Office of the Chief of Staff. The incumbent serves as an entry-level investigator in the IHSC Investigations Unit (IIU). This is a non-supervisory position.

IIU is responsible for conducting the following functions which include, but are not limited to: 1) investigating allegations of inappropriate health care provided to individuals in ICE custody; 2) investigating incidents of mortality and significant morbidity involving individuals in ICE custody; 3) investigating allegations of employee misconduct; 4) investigating high profile/risk incidents; 5) oversight of IHSC grievance processes; 6) conducting risk analyses of IHSC processes and tort claims; and 7) collaborating with other ICE and IHSC programs to develop policies, procedures, and educational programs designed to mitigate risks identified during investigations and reviews.

IHSC has a multi-sector, multidisciplinary workforce of more than 1600 employees, including U.S. Public Health Service (PHS) commissioned officers, federal civil servants, and contract staff. The IHSC provides on-site direct patient care to ICE detainees at 20 detention facilities throughout the country and manages the provision of off-site medical care for detainees housed in approximately 240 additional Intergovernmental Service Agreement (IGSA) facilities. The ICE detainee population is approximately 34,000 detainees on a daily basis, with an average length of stay of approximately 30 days, and over 400,000 detainees annually. The IHSC also provides medical support during ICE enforcement operations in the air, on the ground and at sea.

#### **VISION:**

To be the best health care delivery system in detention and correctional health care.

#### **MISSION:**

To provide the safe delivery of high quality health care to those in ICE custody.

#### **COMPETENCIES:**

1. Superior oral/written communication skills.
2. Strong computer application skills used in general office settings, e.g., Microsoft Outlook, Word, PowerPoint, Excel, Access, and SharePoint.
3. Leadership skills.
4. The flexibility to work independently, as well as in a team-centered environment.
5. Active listening skills.
6. Reading comprehension.

7. Demonstrates strong interpersonal skills.
8. Demonstrates strong organizational and time management skills.
9. Demonstrates strong problem solving, judgment, and decision-making skills.
10. Integrity and honesty.
11. Cultural competency.

### **DUTIES & RESPONSIBILITIES:**

As an Investigator, the incumbent will perform, but not limited to, the following duties:

1. Conducts prompt, equitable, and impartial concise administrative investigations, e.g., referred medical complaints; including identifying and interviewing parties and identifying, gathering and assessing information relevant to the investigation; researching and applying relevant policies/standards and make findings of fact; and making recommendations for remedial actions.
2. Assists IHSC Senior Investigators to conduct complex investigations, e.g., patient morbidity/mortality, grievances/complaints, employee misconduct, and/or high profile inquiries.
3. Conducts administrative reviews and on-site investigations in multiple geographic areas within the U.S. and its Territories.
4. Coordinates activities with other units/offices/programs within IHSC, ERO, ICE, DHS, and Division of Commissioned Corps Personnel and Readiness (DCCPR), and develops rapport and intra-agency cooperation on investigative matters.
5. Utilizes established reporting systems to ensure internal controls and compliance with applicable Agency requirements for administrative investigations.
6. Assists the IIU Chief with compiling, reviewing, and interpreting all investigation/complaint related data to evaluate risks to patient safety, employee safety, and the Agency, and develops strategies to mitigate risks.
7. Calculates and documents time and costs for investigative activities.
8. Confers with the IIU Chief and IHSC Senior Investigators on IIU processes and procedures and resolves problems.
9. Assists the IIU Chief with establishing work priorities; and reviewing and writing reports regarding the IIU's activities.
10. Provides various administrative functions to support IIU day-to-day operations.
11. Assumes responsibility for security/confidentiality of IIU documents, information, and files.
12. Performs investigator duties under the supervision/guidance of the IIU Chief and IHSC Senior Investigators.
13. Assists IHSC Senior Investigators in conducting and collecting research for investigations.
14. Provides investigative updates to IIU Senior Investigators.
15. Maintains ICMS case load as assigned.
16. When required to meet the needs of the Agency, performs direct patient care and clinical duties as assigned, within scope of professional licensure or other duties, as assigned.
17. Maintains and tracks required clinical/public health practice hours, utilizing Department of Health and Human Services' PHS form - 7047, *Practice Hours*.
18. Frequently travels with limited advanced notice.
19. May be required to work evenings, nights, weekends, and holidays.
20. Supports the vision, mission, and goals of IHSC, ICE, and DHS (if applicable).

21. Additional duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Current unrestricted license to practice in any U.S. State or Territory in one of the following professional categories: Registered Nurse, Advanced Practice Nurse, Physician Assistant, Behavioral Health Professional, Pharmacist, Dentist, Dental Hygienist, and/or Physician.
2. A bachelor's degree from an accredited institution.
3. Applicant must be able to qualify and maintain ICE security clearance.
4. Applicant must possess a valid driver's license.
5. Applicant must be willing to travel on short notice (one to seven days).
6. Applicant must have a minimum of two years' experience satisfactorily performing duties of a licensed health care professional in a detention/correctional facility, or at the IIU Chief's discretion.
7. Applicant must meet qualifications for the ICE Office of Professional Responsibility (OPR) Management Inquiry – Fact Finder training within a year of hiring, or at the IIU Chief's discretion. A fact finder must be a GS-13/14/15 or equivalent with a minimum of six years in an office now part of ICE, i.e., IHSC. Fact finders are trained by OPR to conduct inquiries regarding alleged administrative misconduct. The fact finder must have no recent or pending disciplinary action, good oral and written communications skills, and a working knowledge of ICE rules, regulations, and policies.
8. Knowledge of: patient safety and medical quality management principles and techniques; health care risk management principles and techniques; detention/correctional health care management; detention standards (ICE National Detention Standards, National Commission on Correctional Healthcare, American Correctional Association); generally applicable health care standards/regulations/laws, and professional practice standards/regulations/laws; IHSC, ICE, and PHS rules, regulations and policies; and computer applications used in general Microsoft Office settings, e.g., Outlook, Word, PowerPoint, Excel, Access, and SharePoint.
9. Ability to: plan, schedule, direct, and conduct simple/concise investigations; develop methods of documentation; interpret statistics and standards, rules, regulations, laws and policies; obtain accurate information through interviews and observations; prepare and evaluate written reports regarding investigations or other inquiries; exercise sound judgment in the analysis of investigative problems; use personal computers including word processing, spreadsheet, database, and presentation software; write clear documents using correct grammar, punctuation, and spelling; communicate effectively, verbally and in writing; work without close supervision; be decisive and expedient in implementing courses of action; exercise sound judgment, tact, diplomacy, and discretion under difficult circumstances; establish and maintain effective working relationships with staff and public.
10. Must have and maintain current certification in American Heart Association Basic Life Support for Healthcare Providers.
11. If applicant is a PHS officer, must be basic ready.
12. Supports the vision, mission, and goals of IHSC, ICE, DHS, and PHS (if applicable).

**PHYSICAL DEMANDS:**

1. May be exposed to hostile witnesses or stressful situations while completing assignments.
2. Sitting and/or standing for extended periods of time (6-8 hours).
3. Lifting and carrying: investigative equipment, e.g., laptop computer, office supplies and documents; personal luggage; patients with assistance.
4. Average manual dexterity for computer operation.
5. Phone use for extended periods of time.
6. Must be able to wear N-95 respirators.
7. Required to perform CPR standing or kneeling.

**DHS SUPERVISORY CONTROLS:**

1. DHS
2. ICE
3. ERO

**HHS SUPERVISORY CONTROLS:**

1. DHHS
2. USPHS CC

**SUPERVISORY CONTROLS:**

The IHSC Investigator works under the direct supervision of the IIU Chief.

## **Personnel Management Officer (O-5)**

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### **Position Description**

#### **INTRODUCTION:**

This position is located within the Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), ICE Health Service Corps (IHSC), Office of the Deputy Assistant Director of Administration, IHSC Personnel Unit (IPU). This is a non-supervisory position and the incumbent will report directly to the Supervisory Personnel Manager, IPU.

As the Personnel Management Officer for IPU, the incumbent will support the IPU Chief by assisting with the day to day Human Capital activities for more than 1,600 employees including U.S. Public Health Service (USPHS) Commissioned Officers, federal civil servants and contract staff.

IHSC has a multi-sector, multidisciplinary workforce of more than 1,600 employees, including U.S. Public Health Service (PHS) commissioned officers, federal civil servants, and contract staff. The IHSC provides on-site direct patient care to ICE detainees at 21 detention facilities throughout the country and manages the provision of off-site medical care for detainees housed in approximately 240 additional Intergovernmental Service Agreement (IGSA) facilities. The ICE detainee population is approximately 34,000 detainees on a daily basis, with an average length of stay of approximately 30 days, and over 400,000 detainees annually. The IHSC also provides medical support during ICE enforcement operations in the air, on the ground and at sea.

#### **VISION:**

To be the best health care delivery system in detention and correctional health care.

#### **MISSION:**

Provide the safe delivery of high quality health care to those in ICE custody.

#### **COMPETENCIES:**

1. Superior oral/written communication and interpersonal skills.
2. Strong team interpersonal skills, including ability to participate effectively in small group team dynamics, and to build and maintain relationships with diverse partners or customers.
3. Active listening Skills.
4. Demonstrates organizational and time management skills.
5. Integrity/Honesty.
6. Cultural competency.

## **DUTIES AND RESPONSIBILITIES**

### **Human Capital Management:**

Manage Human Resources activities for an assigned IHSC Region encompassing over 100 employees consisting of:

1. Collaborate and communicate with internal and external stakeholders in carrying out human capital processes.
2. Manage a national program that may consist of: SRCOSTEP, Employee Quarterly Awards, SharePoint Personnel databases and Survey Management
3. Assist the Talent Manager with developing position descriptions for PHS Officers and assist with annual review.
4. Prepare and track 1662 personnel actions for hiring, retiring and separating PHS Officers.
5. Develop and revise IPU policy and guidance.
6. Coordinate security suitability clearances.
7. Assist with development of annual recruitment plan and IPU strategic goals.
8. Prepare and implement Standard Operation Procedures.
9. Coordinate the Government Official Passport program.
10. Manage the medical special pay for PHS employees.
11. Coordinate the National Health Services Corps application process.
12. Using available guides and manuals and guidance from Senior Staff Specialists, advises officers and program officials about proper handling of Commissioned Corps issues to assure timely processing of personnel actions for commissioned officers in assigned components.
13. Responds to questions and requests for assistance in understanding Commissioned Corps regulations and requirements from both program personnel and officers.
14. Responds to inquiries from officers, managers, dependents, and applicants which require thorough knowledge of the subject matter involved and ability to access and interpret officer information from the Commissioned Corps Headquarters database.
15. Serves as the liaison with the Household Good (HHG) program relocation team.
16. Coordinates HHG memo to extend temporary storage for PHS officers when applicable.
17. Provides instructions/forms to assist with the creation of the Concur travel system along with obtaining Government Travel Cards for PHS officers.
18. Backup approver of travel for HQ personnel in the Concur travel system
19. Responsible for out-processing personnel
20. Responsible for the destruction of PIV cards of Headquarters or Field PHS officers when they leave the organization.
21. Liaison with ICE Ethics for Outside Activity approval for officers.
22. Assist with IHSC Records maintenance, policy, and IHSC record committee to develop and/or maintain records in accordance with federal regulations.
23. May serve as the IPU ICE Purchase card holder; Submit annual reports and correspond with IHSC Resource Management Unit.

**Recruitment Management:**

24. Coordinate the onboarding program for staff at headquarters.
25. Prepare offer notices and non-selection notices.
26. Attend recruitment fairs and OBC graduations.

**Awards Management:**

27. Review PHS awards for accuracy.
28. Track PHS and non-PHS awards.
29. Distribute awards to personnel.
30. May serve as awards subject matter expert (SME) for field and headquarters; perform weekly correspondence with DHS liaison.
31. Distribute retirement awards, anniversaries and service awards on an ongoing basis.
32. Provide guidance to supervisors, locally and nationally for employee recognition program, USPHS awards and civil service recognition.

**Data Analysis:**

33. Designs or assists with procurement of data inputs systems.
34. Validates data, insures the accuracy of information delivered.
35. Develops and uses national tools and knowledge products, including surveys, databases, reports, database applications, and tracking & monitoring systems.
36. Manage assigned projects and tasks in a timely and efficient manner consistent with priorities of IPU.
37. Additional duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Graduate degree in human resources management, preferred; or, graduate/professional degree in health profession discipline with program management experience.
2. Must maintain requirements for clinical licensure.
3. If a clinician, must be able to TDY internally to support the field as needed.
4. Must be able to work in a team centered environment.
5. Knowledge of USPHS personnel policies and procedures.
6. Knowledge of program policies and guidelines, and operating procedures relating to personnel management.
7. Knowledge of organizations and responsibilities of all levels of government operations for recruitment and retention.
8. Flexibility and ability to adapt to sudden changes in schedules and work related requirements.
9. Intermediate degree of independence, initiative, and follow-through on a wide range of sensitive, complex, and program issues Ability to collaborate with stakeholders outside of the unit.
10. Knowledge and proficiency in MS Office Applications.
11. Knowledge and proficiency in SharePoint.

**PHYSICAL DEMANDS:**

1. Sitting and/or standing for extended periods of time (6-8 Hours).

2. Performing repeated bending motion.
3. Average manual dexterity for computer operation.
4. Phone use for extended periods of time.
5. Travel required (recruitment events, conferences and workshops, internal TDY).

**DHS SUPERVISORY CONTROLS:**

1. DHS
2. ICE
3. ERO

**HHS ADMINISTRATIVE CONTROLS:**

1. DHHS
2. USPHS CC

**SUPERVISORY CONTROLS:**

The Personnel Management Officer works under the general supervision of the Supervisory Personnel Manager, IPU.

## **Program Analyst (O-5)**

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### **Position Description**

#### **INTRODUCTION**

This position is located within the Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), ICE Health Service Corps (IHSC), Office of the Deputy Assistant Director of Administration, Personnel Unit (IPU). The incumbent will serve as a Program Analyst with the primary responsibility to analyze, evaluate, advise and/or coordinates health care staffing and recruiting for over 1,400 employees.

IHSC has a multi-sector, multidisciplinary workforce of more than 1,400 employees, including U.S. Public Health Service (PHS) commissioned officers, federal civil servants, and contract staff. The IHSC provides on-site direct patient care to ICE detainees at 19 detention facilities throughout the country and manages the provision of off-site medical care for detainees housed in approximately 240 additional Intergovernmental Service Agreement (IGSA) facilities. The ICE detainee population is approximately 34,000 detainees on a daily basis, with an average length of stay of approximately 30 days, and over 400,000 detainees annually. The IHSC also provides medical support during ICE enforcement operations in the air, on the ground and at sea.

#### **VISION:**

To be the best health care delivery system in detention and correctional health care.

#### **MISSION:**

To provide the safe delivery of high quality health care to those in ICE custody.

#### **COMPETENCIES**

1. Demonstrates strong interpersonal skills.
2. Demonstrates strong oral and written communication skills.
3. Demonstrates strong problem solving, judgment and decision-making skills.
4. Demonstrates strong analytical skills
5. Demonstrates strong teamwork skills
6. Integrity and honesty.
7. Cultural competency.

## **DUTIES AND RESPONSIBILITIES**

1. Assist the Chief and Deputy Chief of Personnel with analytical functions of the Personnel Unit
2. Collaborate with Chief Data Analytics to develop a staffing analysis and analyze position management
3. Assist Chief and Deputy Chief with the maintenance of the IHSC staffing matrix which encompasses Civil Service, PHS and Contract staff
4. Briefs and advises Unit and Deputy Chief on staffing matrix issues in preparation for activities and meetings with senior leadership and represents the office at these meetings, as needed.
5. Collaborate with Unit Chiefs and Regional Health Services Administrators (RHSA) to disseminate staffing matrix's and discuss staffing revisions and analysis
6. Advises Unit Chiefs and RHSA on policies and procedures that will impact the measurement of staffing workload.
7. Assist Lead Talent Manager with recruitment strategies such as:
  - Maintenance of IHSC Internet website,
  - Data management of PHS job announcements in SharePoint,
  - Developing PHS job announcements,
  - Updating the PHS staffing report and
  - Managing hiring folders in SharePoint
  - Train hiring authorities on recruitment and hiring processes and procedures
8. Act for the Lead Talent Manager when needed
9. Participates in developing policy, standard operating procedures, planning/management decisions and processes that impacts the staffing and recruitment operations of the unit.
10. Collaborate with external stakeholders to maintain the IPU Staffing Dashboard
11. Collaborates with the Deputy Chief to ensure contract metrics are in compliance with the Quality Assurance Surveillance Plan (QASP); initiates contract discrepancy reports when staffing contract deficiencies are noted; assists the Contracting Officers' in monitoring the Contractor's corrective action plan.
12. Participates in strategic and long-range planning efforts.
13. Occasional travel shall be required to attend recruitment events
14. Follows supervisory chain of command
15. Other duties as assigned

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Graduate degree at minimum in a health care administration, mathematics, financing, business, or computer science;
2. If the incumbent holds a clinical license, it is the responsibility of the incumbent to fulfill the obligation(s) of their licensing or certifying body to maintain current status. This position may be required to perform clinical activities with the scope of clinical license in times of critical needs within the agency.
3. Maintains clinical professional skills via continuing education opportunities and aid in Temporary Duty support as needed.
4. Maintains basic readiness status.

5. Maintains BLS for Healthcare Providers certification through the American Heart Association.
6. Obtain Level I COR certification within 12 months of hire.
7. Ability to exercise a high degree of independence, initiative, judgment, and follow-through on a broad range of sensitive, complex administrative tasks.
8. Ability to analyze data accurately and produce reports
9. Flexibility and adaptability to sudden changes in schedules and work requirements.
10. Knowledge and skill in all Microsoft Office programs to include Microsoft Project, Visio, Excel, and SharePoint.

**DHS SUPERVISORY CONTROLS:**

1. DHS
2. ICE
3. ERO

**HHS SUPERVISORY CONTROLS:**

1. DHHS
2. USPHS CC

**SUPERVISORY CONTROLS**

The Program Analyst of the IHSC Personnel Unit works under the general supervision of the Deputy Chief of the IHSC Personnel Unit.

## **Program Management Officer Health and Safety (O-5 Billet)**

### **Position Description**

#### **INTRODUCTION:**

This position is located within the Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), ICE Health Service Corps (IHSC), Office of the Deputy Assistant Director of Clinical Services, Public Health, Safety and Preparedness Unit (PHSP) Unit. The incumbent will report directly to the Chief of PHSP Unit. This is a non-supervisory position.

IHSC has a multi-sector, multidisciplinary workforce of more than 1600 employees, including U.S. Public Health Service (PHS) commissioned officers, federal civil servants, and contract staff. IHSC provides on-site direct patient care to ICE detainees at 20 detention and staging facilities throughout the country and manages the provision of off-site medical care for detainees housed in approximately 250 additional facilities, with a combined population of more than 34,000 detainees on a daily basis, with an average length of stay of about 30 days, and over 400,000 detainees transitioning through these facilities annually. IHSC also provides medical support during ICE enforcement operations.

#### **VISION:**

To be the best health care delivery system in detention and correctional health care.

#### **MISSION:**

To provide the safe delivery of high quality health care to those in ICE custody.

#### **COMPETENCIES AND KEY REQUIREMENTS:**

1. Leadership skills and initiative
2. Demonstrates strong organizational and time management skills
3. Demonstrates strong analytic problem solving, judgment and decision-making skills
4. Superior verbal communication skills in English
5. Excellent writing skills that require minimal editing
6. Competency with managing complex information in spreadsheets and databases
7. Demonstrates strong skills as an educator, facilitator and trainer
8. Cultural competency
9. Interpersonal skills
10. Integrity/honesty
11. Maintains clinical professional skills via continuing education opportunities
12. Maintains CPR/BLS certification

## **DUTIES AND RESPONSIBILITIES:**

1. Serves as the team lead for health and safety issues for IHSC and shares program management responsibilities for public health, safety, and preparedness activities
2. Identifies applicable standards, laws, regulations, and guidelines to facilitate and maintain field staff compliance
3. Coordinates monthly Public Health, Safety, and Preparedness Committee meetings, and prepares written summaries and minutes
4. Provides guidance to health staff on environmental health and safety, occupational health, and all hazards emergency preparedness measures for IHSC-staffed detention facilities
5. Maintains current knowledge of program areas
6. Writes official guidance and planning documents
7. Prepares written plans and analytic reports
8. Assesses program goals, objectives, priorities, progress, impact, and outcomes.
9. Serves as the IHSC Radiation Safety Officer following the completion of required training
10. Oversees monitoring of radiation exposure records and review of annual radiation equipment surveys
11. Collaborates with the Senior Health Advisor from the Office of Health Affairs, regarding radiation safety concerns and is a member of the DHS Radiation Safety Community of Interest group.
12. Oversees monitoring of safety program activities IHSC-staffed medical clinics
13. Directs routine collection and analysis of health and safety information
14. Identifies trends and areas for investigation or process improvement
15. Develops tools and resources to support implementation of safety polices and activities
16. Develops, conducts, facilitates and participates in staff orientation and training related to environmental health, radiation safety, occupational health, and safety and security.
17. Coordinates with other IHSC units
18. Conducts periodic, topic-based audits
19. Collaborates with agency and inter-agency partners and represents IHSC on intra- and inter-agency workgroups
20. Prepares literature reviews; compiles, analyzes, and summarizes information concisely and at a level suitable for the intended audience
21. Ensures publications adhere to agency guidelines
22. Ensures proper clearances are obtained for external and/or internal publications
23. Travel as directed for the needs of the agency; role is dependent upon licensure
24. Other duties as assigned

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Professional background in occupational health and safety, preferably within a health care and custody setting
2. Master's degree in public health, occupational health, industrial hygiene, or other relevant program of study

3. Education or experience in occupational health, preferably in a clinical setting
4. Education or experience with epidemiologic or programmatic quantitative data analysis and interpretation
5. If the incumbent holds a clinical license, it is the responsibility of the incumbent to fulfill the obligation(s) of their licensing or certifying body to maintain currency. The incumbent may be required to perform clinical activities with the scope of clinical license in times of critical needs within the agency
6. Flexibility and adaptability to sudden changes in schedules and work requirements
7. Knowledge of health and safety issues confronting healthcare delivery systems
8. Knowledge of federal health and safety regulations; Occupational Safety and Health Administration (OSHA) certification preferred
9. Knowledge of, or ability to quickly develop expertise on program policies, guidelines, and standards, including American Correctional Association (ACA), National Commission on Correctional Health Care (NCCHC) , and ICE Performance-Based National Detention Standards (PBNDS), as well as operational protocols relating to health and safety within a detention health service setting
10. Proficiency with a broad range of analytic skills for collecting, managing, and analyzing quantitative and qualitative information
11. High degree of independence, initiative and follow-through
12. Flexibility in applying analytical public health skills and knowledge in a detention health services environment
13. Flexibility and ability to adapt to sudden changes in schedules and work-related requirements
14. Proficiency with presentation of scientific and public health information
15. Proficiency with Microsoft Office software

**PHYSICAL DEMANDS:**

1. Sitting and/or standing for extended periods of time [6-8 Hours]
2. Average manual dexterity for computer operation
3. Phone use for extended periods of time

**DHS SUPERVISORY CONTROLS**

1. DHS
2. ICE
3. ERO

**HHS SUPERVISORY CONTROLS:**

1. DHHS
2. USPHS CC

**SUPERVISORY CONTROLS:**

The Program Manager, Health and Safety works under the direction of the Chief, Public Health, Safety and Preparedness Unit.

## **Senior Credentialing Specialist (O-5) Supervisory**

### **Position Description**

#### **INTRODUCTION:**

This position is located within the Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), ICE Health Service Corps (IHSC), Office of the Deputy Assistant Director of Administration, IHSC Credentialing and Privileging Office (ICPO). The incumbent will report directly to the Lead Credentialing Specialist.

IHSC has a multi-sector, multidisciplinary workforce of more than 1600 employees, including U.S. Public Health Service (PHS) commissioned officers, federal civil servants, and contract staff. IHSC provides on-site direct patient care to ICE detainees at 20 detention facilities throughout the country and manages the provision of off-site medical care for detainees housed in approximately 240 additional Intergovernmental Service Agreement (IGSA) facilities. The ICE detainee population is approximately 34,000 detainees on a daily basis, with an average length of stay of approximately 30 days, and over 400,000 detainees annually. IHSC also provides medical support during ICE enforcement operations in the air, on the ground, and at sea.

As the Senior Credentialing Specialist, the incumbent will assist with management of the IHSC credentialing and privileging program to ensure all healthcare providers within and supporting ICE are appropriately and legally licensed and/or credentialed consistent and compliant with applicable regulations and guidelines, IHSC requirements and DHS policy.

#### **VISION:**

To be the best health care delivery system in detention and correctional health care.

#### **MISSION:**

Provide the safe delivery of high-quality health care to those in ICE custody.

#### **COMPETENCIES AND KEY REQUIREMENTS:**

1. Demonstrates strong leadership skills
2. Demonstrates strong organizational and time management skills
3. Demonstrates strong analytic problem solving, judgment and decision-making skills
4. Superior oral and written communication skills
5. Demonstrates strong skills as an educator/ facilitator and/or trainer
6. Cultural competency
7. Interpersonal skills
8. Integrity/honesty

9. Maintains professional skills via applicable continuing education opportunities and/or certification
10. Maintains CPR/BLS certification

**DUTIES AND RESPONSIBILITIES:**

1. Serve as the technical monitor for contract staff members.
2. Formulates approaches toward resolving challenges in processes or procedures with regards to credentialing and privileging.
3. Reviews and coordinates Risk Management/Adverse Actions cases related to credentialing and privileging.
4. Oversees credentialing and privileging actions.
5. Provides direct supervision and assigns work based on priorities, selection consideration of the difficulty and requirements of the assignment and the capabilities of the employee.
6. Monitor and prepare reports for the Division on the status of federal employees provider license, certification, and privileging status.
7. Review and coordinate Risk Management/Adverse Actions cases related to credentialing and privileging.
8. Provide management oversight on quality privileging documents assurance issues and risk management.
9. Consult, plan, direct, analyze and coordinate administrative activities in the ICPO and advise leadership on matters pertaining to credentials and privileging actions of independent health care providers, and all licensed, registered, and/or certified healthcare employees.
10. The incumbent manages the credentialing and privileging functions for appointment, reappointment, special advancement for performance/achievement, and change in status of appointment processes for Licensed Independent Providers (LIPs), to include all full-time, part-time, without compensation (WOC) and contract (consulting and attending).
11. Initiate and follow through on all aspects of the credentialing process. including initial and re-credentialing.
12. Assess the qualifications and background of professional and para-professional personnel prior to permitting the person to practice designated medical services/skills on behalf of the organization. Such assessment includes, but is not limited to, the primary source verification of education, license, or certifications/registrations.
13. Verify/validate employment experience, education, licensure, residency and other training, specialty board certification or current eligibility, and any other information from a resume, curriculum vitae, etc. as needed. Document all work performed to ensure that all information is properly recorded and tracked.
14. Conduct various background checks from a wide variety of sources. as needed, to verify the credentials and suitability of candidates. including but not limited to: National Practitioner Database. OIG/GSA, National Sex Offender Registry. and American Data Bank.
15. Prepare and generate healthcare worker and other staff credentialing packets and provide guidance and instruction to ensure timely completion.

16. Enter pertinent information into applicable IHSC and DHS databases and other systems as required.
17. Maintain the accuracy and integrity of all credential files (physical and digital).
18. Monitor the status of individual professional licensure, certification, and/or national registration for all health care providers.
19. Verify that annual or other training/licensure is completed on a timely basis, and that credential files are updated to reflect the current status of all staff.
20. Provide regular briefings on activities of the Credentials program.
21. Produce monthly and ad hoc reports to identify gaps in data or credentials, any credentials/certifications that are lapsing, and the status of employees' credential files.
22. Work closely with the IHSC Personnel Unit (IPU) staff to provide updates on the status of activities and notify them of the outcome.
23. Work closely with the IHSC Resource Management Unit to ensure payment of required verifications to include licensure. education, training. board certification. etc.
24. Apply specialized knowledge of basic principles and practices related to the management of health care delivery systems.
25. Apply thorough knowledge of general administrative principles, practices, processes and techniques; and applies this knowledge to solve problems and meet requirements specific to the ICPO and the IPU.
26. Facilitates credentialing and privileging of healthcare providers, maintaining a tracking system. and ensures compliance with practice agreements, clinical privileges competency, peer reviews and pertinent information identified by program standard guidelines.
27. Lead committees i.e., IHSC Medical Executive Committee
28. Develop policy and standard operating procedures
29. Act for the Lead Credential Specialist as needed

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Masters or Doctor degree in a clinical or healthcare administration profession.
2. If you have an unrestricted medical or clinical license in any State, the District of Columbia or territory of the United States, it must be maintained.
3. Continuing education requirements must be met as required for licensing and board certification maintenance.
4. Flexibility and adaptability to sudden changes in schedules and work requirements.
5. Excellent verbal and written communication skills.
6. Maintains basic readiness status including CPR/BLS certification
7. Demonstrates a customer service focus in interpersonal interactions.
8. Strong interpersonal skills and ability to work effectively at all levels in a collaborative team environment.
9. High degree of independence, initiative, and follow-through.
10. Proficiency with Microsoft Office software and SharePoint
11. If a clinician, you will be placed on a rotational internal TDY schedule to assist with field clinical operations and obtain clinical hours

**PHYSICAL DEMANDS:**

1. Must be able to perform duties in a fast-paced environment without physical limitations.
2. Occasional travel

**DHS SUPERVISORY CONTROLS**

1. DHS
2. ICE
3. ERO

**HHS SUPERVISORY CONTROLS:**

1. DHHS
2. USPHS CC

**SUPERVISORY CONTROLS:**

The Senior Credentialing Specialist works under the direction of the Lead Credentialing and Privileging Specialist

## **Program Management Officer-Talent Manager (O-5)**

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### **Position Description**

#### **INTRODUCTION:**

This position is located within the Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), ICE Health Service Corps (IHSC), Office of the Deputy Assistant Director of Administration, IHSC Personnel Unit (IPU). This is a non-supervisory position and the incumbent will report directly to the Deputy Chief, IPU.

As the Talent Manager, the incumbent manages the IHSC recruitment and hiring program for U.S. Public Health Service (PHS) Commissioned Officers and civil service. Work involves recruiting, and advising management in identifying, attracting, and retaining a high-quality and diverse workforce that is capable of accomplishing the organization's mission.

IHSC has a multi-sector, multidisciplinary workforce of more than 1,600 employees, including U.S. Public Health Service (PHS) commissioned officers, federal civil servants, and contract staff. The IHSC provides on-site direct patient care to ICE detainees at 20 detention facilities throughout the country and manages the provision of off-site medical care for detainees housed in approximately 240 additional Intergovernmental Service Agreement (IGSA) facilities. The ICE detainee population is approximately 34,000 detainees on a daily basis, with an average length of stay of approximately 30 days, and over 400,000 detainees annually. The IHSC also provides medical support during ICE enforcement operations in the air, on the ground and at sea.

#### **VISION:**

To be the best health care delivery system in detention and correctional health care.

#### **MISSION:**

Provide the safe delivery of high-quality health care to those in ICE custody.

#### **COMPETENCIES:**

1. Knowledge of, and skill in applying, a wide range of methods, principles, and practices commonly used in the recruitment and placement process; and knowledge of the occupational design of positions within assigned organizations.
2. Written and oral communication techniques sufficient to develop and deliver briefings, project papers, status/staff reports, and correspondence to managers to foster understanding and acceptance of findings and recommendations.
3. Consensus building, negotiating, coalition building, and conflict resolution techniques sufficient to interact appropriately in highly charged emotional situations.

## **DUTIES AND RESPONSIBILITIES**

### **Manage the IPU Recruitment and Hiring Process consisting of:**

1. Complete IHSC human resources recruitment functions such as and not limited to the following: creating announcements, candidate examinations, selections for IHSC, recruitment reports, auditing and closing out announcements.
2. Collaborating with administrative staff and hiring managers in fulfilling their recruitment and staffing needs.
3. Providing managers, employees, and job applicants with specific and directly applicable information on the organization's recruitment and placement procedures, practices, policies, and guidelines.
4. Manage IHSC recruitment and retention processes which includes internal and external collaboration, coordination, recruitment event management, and, developing and maintaining recruitment and retention procedures.
5. Develop and update staffing plans.
6. Manage the position allocation for PHS and Civil Service positions.
7. Develop and conduct annual training to hiring authorities
8. Manage the IHSC recruitment strategy, policy, guide and standard operating procedures
9. Conduct data analysis and produce reports for dissemination to SES and Deputies.
10. Attend recruitment fairs and OBC graduation.
11. Other duties as assigned.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Graduate degree in human resources management, preferred; or, graduate/professional degree in health profession discipline with program management experience.
2. Must maintain requirements for clinical licensure.
3. If a clinician, must be able to TDY internally to support the field as needed.
4. Knowledge of PHS personnel policies and procedures.
5. Knowledge of program policies and guidelines, and operating procedures relating to personnel management.
6. Knowledge of organizations and responsibilities of all levels of government operations for recruitment and retention.
7. Flexibility and ability to adapt to sudden changes in schedules and work-related requirements.
8. Intermediate degree of independence, initiative, and follow-through on a wide range of sensitive, complex, and program issues.
9. Ability to collaborate with stakeholders outside of the unit.
10. Knowledge and proficiency in MS Office Applications.
11. Knowledge and proficiency in SharePoint.
12. Ability to work efficiently and effectively in a fast-paced environment.
13. Ability to multi-task, prioritize and complete a high volume of tasks and projects independently.

**PHYSICAL DEMANDS:**

1. Sitting and/or standing for extended periods of time (6-8 Hours).
2. Performing repeated bending motion.
3. Average manual dexterity for computer operation.
4. Phone use for extended periods of time.
5. Travel required (recruitment events, conferences and workshops)

**DHS SUPERVISORY CONTROLS:**

1. DHS
2. ICE
3. ERO

**HHS ADMINISTRATIVE CONTROLS:**

1. DHHS
2. USPHS CC

**SUPERVISORY CONTROLS:**

The Program Management Officer works under the general supervision of the Deputy Chief of IPU. The supervisor outlines overall objectives and available resources. The employee and supervisor, in consultation, discuss timeframes, scope of the assignment including possible stages, and possible approaches.