Benefits Assistance Service Public Contact Representative (PCR) Technical Competencies

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Extracted from the Benefits Assistance Service (BAS) Competency Model Report, Dated March 2011

U.S. Department of Veterans Affairs

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Overview

The information in this document, including table numbers, is derived from the Benefits Assistance Service (BAS) Competency Model Report, dated March 2011.

This document contains the technical competencies for the specified position and provides the following detailed information:

- A list of all technical competencies for the position.
- For each technical competency, a profile is provided that includes the Competency:
    - Description/Definition
    - Proficiency Ratings
    - Proficiency Levels
    - Behavioral Indicators

PCR Technical Competencies

The table below identifies the technical competencies for the Benefits Assistance Service PCR position.

Table 1: PCR Technical Competencies

Public Contact Representative (PCR) Technical Competencies
1.   Benefits Accounting
2.   Claims Processing (PCR)
3.   VBA Applications (PCR)
4.   Veteran's Benefits and Eligibility (PCR)

PCR Technical Competency Profiles

The tables below identify the competency profiles for the Benefits Assistance Service PCR position.

Table 2: PCR – Benefits Accounting

Benefits Accounting				
Description/Definition: Accounting of funds received and spent by the fiduciary. Involves verification of funds held on behalf of beneficiary.				
Competency Proficiency Ratings	**Behavioral Indicators**	**Competency Proficiency Levels**		
		E	**A**	**J**
1 – Basic	Review simple account (e.g., one source of income, minimal expense).	✓	✓	✓
	Ensure the beginning balance is the same as ending balance in prior account.	✓	✓	✓
	Compare income on TINQ screen for VA and also other source income to what is reported on the accounting.	✓	✓	✓
	Compare accounting form to Fund Usage Agreement (FUA).	✓	✓	✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey
Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

Table 3: PCR – Claims Processing

Claims Processing				
Description/Definition: Reviewing VA applications for status of claims, assisting stakeholders in the C&P claims process, and applying technical knowledge and interpersonal skills to cases in an efficient manner				
Competency Proficiency Ratings	**Behavioral Indicators**	**Competency Proficiency Levels**		
		E	**A**	**J**
2 – Foundational	Recognize End Product Codes (EP).	✓		
	Determine various types of claim (e.g., pension, dependency, compensation).	✓		
	Determine whether evidence sent by claimant has been received and documented by RO for verification to a claimant inquiry.	✓		
	Identify whether a C&P examination has been scheduled or needs to be re-scheduled in VA applications (e.g., CAPRI, MES).	✓		
3 – Intermediate	Document complete dependency changes.		✓	
	Determine if a claim is out of line (outliers).		✓	
4 – Advanced	Identify current and potential claims processing problems.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey
Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

Table 4: PCR – VBA Applications

	VBA Applications			
	Description/Definition: The use of C&P computer applications and computer based resources/tools.			
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
2 – Foundational	Use multiple applications (e.g., BDN, Fast Track COVERS, CAPRI, MAP-D, VACOLS, SHARE, VETSNET) to assemble information related to stakeholder's questions or concerns.	✓		
	Generate letters (e.g., benefit verification) with supervision.	✓		
3 – Intermediate	Independently generate letters (e.g., benefit verification).		✓	
4 – Advanced	Identify and report current and potential program errors/problems.			✓
	Train other PCR's on a new application.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey
Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

Table 5: PCR – Veteran's Benefits and Eligibility

	Veteran's Benefits and Eligibility			
	Description/Definition: Rendering proper DVA related information and assistance to Veterans, their families, and their representatives.			
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Articulate benefits information to a diverse audience.	✓		
3 – Intermediate	Obtain complete information from stakeholders in order to assess potential eligibility.		✓	
	Efficiently identify the nature of the inquiry and access the appropriate guidelines, criteria, or information.		✓	
	Explain clearly and concisely the Reasons and Bases of eligibility decisions to stakeholders.		✓	
4 – Advanced	Mentor/Train VBA employees on benefits and eligibility information in a one-on-one setting.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey
Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA