

80

REASON FOR THIS POSITION

1. NEW 2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER 3. REPLACES PD NUMBER

POSITION DESCRIPTION COVER SHEET

RECOMMENDED

4. TITLE: Program Analyst (Management Liaison Officer) 5. PAY PLAN: GS 6. SERIES: 343 7. GRADE: 14

8. 3 TITLE (Optional): 9. INCUMBENT (Optional):

OFFICIAL

10. TITLE: Program Analyst

11. PP: GS	12. SERIES: 343	13. FUNC:	14. GRADE: 14	15. DATE: MONTH DAY YEAR			16. I/A: <input type="checkbox"/> Yes <input type="checkbox"/> No	17. CLASSIFIER:
------------	-----------------	-----------	---------------	--------------------------	--	--	---	-----------------

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st U.S. Department of Housing and Urban Development	5th
2nd Assistant Secretary for Fair Housing and Equal Opportunity	6th
3rd General Deputy Assistant Secretary	7th
4th Hub	8th

SUPERVISOR'S CERTIFICATION

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE: Susan M. Forward	20. DATE: 7/9/97	22. SECOND LEVEL SUPERVISOR'S SIGNATURE:	23. DATE:
21. SUPERVISOR'S NAME AND TITLE: Susan M. Forward, Deputy Assistant Secretary for Enforcement and Investigations		24. SECOND LEVEL SUPERVISOR'S NAME AND TITLE:	

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS	
1. Knowledge Required	1-8	1550	6. Personal Contacts	4	1	
2. Supervisory Controls	2-5	650	7. Purpose of Contacts	C	230	
3. Guidelines	3-4	450	8. Physical Demands	8-1	05	
4. Complexity	4-6	450	9. Work Environment	9-1	05	
5. Scope and Effect	5-5	325	27. TOTAL POINTS ▶		3165	
					28. GRADE ▶	14

65-14 RANGE 3605-4670

CLASSIFICATION CERTIFICATION

I certify that this position has been classified as required by Title 5, US Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with the most applicable published standards.

29. SIGNATURE: Bud Kim	30. DATE: 7/11/97
31. NAME AND TITLE:	

MARKS U.S. OPM PCS for the GS-343 Series of 8/90 TS-98 AAGES of 8/90 TS-98 position is not in the bargaining unit

33. OPM CERTIFICATION NUMBER:

Fair Housing and Equal Opportunity
PROGRAM ANALYST
(Management Liaison Officer)
Gs-343-14

Incumbent serves in a position of public trust.

INTRODUCTION:

The Program Analyst position is located on the staff of the Hub Director of FHEO and the incumbent reports directly to the Hub Director. Program Analysts have broad responsibilities for coordinating FHEO activities in the multi-state HUB level and for providing liaison with Headquarters. They have a major responsibility to assist the Hub Director in program management functions and in day-to-day operations of the office.

DUTIES:

The incumbent serves as the Hub's senior analyst and advisor with respect to FHEO functions which require clearance at the Hub level. The incumbent serves as a point of contact for the Hub Director of FHEO with the Program Centers in the Hub. The incumbent disseminates policies and procedures as directed by the Hub Director; handles questions, special problems, and provides guidance to FHEO program center(s) staff as requested and as dictated by on-going programs under the jurisdiction of the Hub Director; monitors special operating problems and programs in which the Hub Director or Headquarters has special interest; and as requested, drafts procedural changes for those matters falling under the Hub's authority, and requests Headquarters guidance if required.

Has prime responsibility in the preparation and conduct of specific enforcement cases. Provides direct support to compliance and legal staff on the utility and reliability of available data, and the design of appropriate analyses and criteria to test major allegations. Develops plans and resource requirements to perform such analyses. Performs analyses using techniques which may include the analysis of variance and covariance, multiple regression and correlation models, and factor analysis. Manages a wide range of project activities which may include statistical analysis of trends in civil rights compliance and patterns of discrimination, report writing, application of computer software packages for handling large data bases, and the development of technical approaches for making such data relevant to the FHEO decision making processes.

Coordinates training programs which include identifying training needs and advising on staffing and utilization of resources. Recognizes the need for program cross-training, need for procedural changes, or need for additional guidelines. Takes whatever action is appropriate including drafting proposals for training at the Hub or Program Center level.

Represents the Hub Director at meetings or for assignments, as requested by the Secretary's Representative and/or State/Area Coordinators. This includes liaison with the public relations (press) officer.

Provides liaison between FHEO and other program offices at the multi-state Hub level; including inter-program problems and questions which are referred from HUD field offices. Such problems involve identifying jurisdiction between FHEO and other programs in decisions on applications, document review, monitoring and a variety of administrative matters.

Evaluates the field offices to assess management performance and goals achievement in accordance with identified objectives and existing work measurement and performance criteria. This process includes but is not limited to, on-site visits as part of the Hub's Performance Evaluation and necessary follow-up visits for monitoring.

Serves as the Hub liaison between Headquarters and the Hub Director in developing, implementing and reporting Management Plan goals and accomplishments for FHEO activities at both the Hub and Program Center levels. The incumbent makes initial recommendations to Headquarters as to appropriate work units to be accomplished. Prepares justification as required or appropriate. Responds to requests for additional information and justifications as required by Headquarters and/or the FHEO Hub Director. At the conclusion of the negotiations stage, the incumbent participates in assigning Management Plan requirements for each of the Program Centers to meet the numbers agreed to in the overall Hub Management Plan and the incumbent represents the Hub Director in direct contacts with Program Center Directors in explaining final decisions and assistance in implementing the plan. During the fiscal year life of the plan serves as the liaison in any problems which arise, including the need for changes in goals, the need to shift priorities, and the recognition of special achievements or under-achievements on the part of the Program Centers. In addition to the monthly report and/or other regularly recurring reports for which incumbent has regular coordinating responsibilities, the incumbent will be responsible for wide variety of special Management Plan reports required by the Hub, Secretary's Representative and/or Headquarters.

Assists the FHEO Hub Director in implementing HUD programs cutting across local area jurisdictions.

Assists the Hub Director in a variety of personnel, administrative, budget, travel and data systems matters. Makes recommendations to the Hub Director concerning personnel actions. Briefs the Hub Director and has substantive discussions on various personnel actions such as promotions, reassignments and disciplinary actions. Also reviews requests for various types of awards. Responsible for coordinating personnel transactions with

the Human Resources Division; assists the Hub Director with budget related issues; tracks the travel funds for the FHEO Program Center(s) and ensures that the Center(s) are provided with adequate funding and that expenditures are closely monitored; serves as the coordinator for data systems issues and ensures that the Center(s) are provided with adequate equipment and monitors and coordinates any issues, matters or concerns which may arise.

Prepares briefing materials, analytical papers, correspondence, internal reports on a variety of complex subjects relating to fair housing and equal opportunity in response to specific questions asked by the public and applicants for or recipients of the agency's financial assistance.

Serves as the systems expert (data base manager), directing lower level staff for each automated and manual system to ensure timeliness and accuracy of all data for which the Hub Office is responsible. Monitors the quality and integrity of FHEO program data throughout the multi-state Hub.

Serves as FOIA/Privacy Act Coordinator and is responsible for processing all requests; determines whether request can be honored and under which authority and determines what material should be provided. Ensures that the material provided does not include information that should be deleted for Privacy Act considerations.

Serves as the Hub outreach coordinator, responsible for outreach to minorities, civil rights, community organizations and individuals. Meets with community groups, minority businesses and special interest groups; makes speeches and attends seminars and training sessions; accompanies officials from other HUD programs in meetings and conferences with minorities.

In addition to the above specific areas of responsibility, the incumbent will perform a variety of functions as required by the Hub Director. Typically, these duties may require special studies and analyses; representing the supervisor in meetings with HUD Program Center(s) and HUD assigned to the Secretary's Representative representing FHEO in meetings outside of HUD with other government agencies, special interest and community groups.

FACTOR 1. Knowledge Required by the Position

The incumbent must have working knowledge of the civil rights authorities:

- Title VIII of the Civil Rights Act of 1968 - which prohibits discrimination in housing on the basis of race, color, religion, sex or national origin.

- Title VI of the Civil Rights Act of 1964-which ensures equal opportunity to participate in and benefit from HUD-funded activities without regard to race, color, or national origin.
- Section 109 of Title I of the Housing and Community Development Act of 1974 - which ensures equal opportunity to participate in and benefit from any activity funded in whole or part including employment, benefits, and services and any activity which receives a loan or guarantee under this Title without regard to race, color, national origin, or sex.
- Section 504 of the Rehabilitation Act of 1973 - which ensures equal opportunity to qualified handicapped persons to participate in and benefit from HUD-funded activities.
- Executive Order 11063 - which prohibits discrimination on the basis of race, color, creed, or national origin, in housing and related facilities owned or operated by the Federal government or provided by special financial assistance and related lending practices of lending institutions.
- Executive Order 11478 - which provides equal opportunity in Federal employment for all persons, prohibits discrimination in employment because of race, color, religion, sex or national origin, and promotes the full realization of equal employment opportunity through a continuing affirmative action program. Age Discrimination in Employment Act of 1967 as amended provides similar coverage based on age. The Office of Personnel Management has adopted regulations requiring agencies to process complaints alleging discrimination based on physical or mental handicaps.
- Age Discrimination Act of 1975 to ensure non-discrimination based on age in programs or activities receiving HUD-assistance.
- Equal Employment Opportunity Contract Clause - which ensures non-discrimination in employment by any agency receiving grants or loans from HUD on the basis of race, color, creed, national origin or sex.

Expert knowledge of analytical and evaluative methods and qualitative and quantitative techniques for analyzing and measuring the effectiveness, efficiency and productivity of administrative and technical programs. Functions as an authority with responsibility for FHEO program evaluation studies and developing new methods and procedures to measure program accomplishments, results, and effectiveness involving the substance of key FHEO programs.

The incumbent is the principal authority and source of training for field FHEO staff regarding current interpretation of these authorities and their impact upon Departmental programs. The incumbent must also present such interpretations outside the Department to representatives of other government agencies, private industry, citizen groups, and press.

Incumbent must also have a detailed working knowledge of the statutes and implementing regulations for all HUD programs in order to link civil rights requirements with program administration. The range of programs is broad, including housing development, housing management, community planning, community development, and area-wide planning and development.

Incumbent must also have a working knowledge of fundamental principles of budgeting, financing, staffing and personnel administration, including training and evaluation, and general program management in order to coordinate the FHEO programs in Program Centers in the Hub.

Factor 2, Supervisory Controls

The incumbent's immediate supervisor is the Hub Director for Fair Housing and Equal Opportunity, who provides broad administrative direction. Individual tasks and projects are planned, designed and carried out by the incumbent independently.

The incumbent is considered a technical authority on FHEO program matters, and his/her positions, decisions and recommendations are normally evaluated by the Hub Director only to assure consistency with broad Departmental goals and policies.

Factor 3, Guidelines

Throughout the functions of the Hub Office of Fair Housing and Equal Opportunity, guidelines vary from "available, but only broadly applicable" to "non-existent". The general law enforcement aspect of the work dictates that most guidelines will be broad and non-specific. Hub professional staff must constantly use resourcefulness and judgement in applying broad and continually evolving standards to specific situations.

In several instances there are no regulations to interpret statutes, and in some cases there is not even a statute - simply a vague history of Department practice.

The particular functions of the incumbent are almost wholly without specific guidelines and depend heavily on the initiative of the incumbent. Indeed, one of the major responsibilities of the position is to help develop guidelines for the Program Center Offices.

Factor 4, Complexity

The work involves a broad range of staff processes including planning for, training for, and evaluating a wide range of equal opportunity activities carried out in the three field offices in the Hub. Each Program Center's equal opportunity program covers the equal opportunity effects of all agency housing programs, community planning and development programs, federally-owned and insured properties, and a broad range of private housing activities including the sale and rental of single and multi-family dwellings within a major metropolitan area.

The work also includes maintaining liaison with other federal and state agencies who perform related functions.

Decisions regarding what needs to be done must include factors such as competing demands for limited field office FHEO staff resources, frequently perceived conflicts between the Department's program production goals and its equal opportunity goals, continuous changes in interpretation of civil rights statutes and authorities, rapid changes in the Department's housing program emphasis, and the extreme complexity of area housing patterns.

The work requires a high degree of judgement in evaluating field office performance, identifying training needs, and recognizing needs for changes in program operation. The work requires continuous effort and skill in negotiating changes in field office procedures with Program Center Directors and their FHEO staff.

Factor 5, Scope and Effect

The ultimate purpose of the Department's FHEO programs is to eliminate systematic barriers to equal opportunity in housing in the Hub, and to develop and maintain equal opportunity for participation in and benefit from all Departmental programs. The incumbent's specific purposes include assuring quality and uniformity in the field office's implementation of FHEO programs, and providing liaison and coordination with related programs in other governmental agencies.

Work effects have a discernible impact on program operation in the Hub's Program Centers, which in turn have an impact on the structure and content of planning efforts, housing programs and community development programs within the Hub. The work produces materials changes in housing and employment opportunities for large numbers of people in the area.

Factor 6, Personal Contacts:

Personal contacts are with political, community, housing industry, other government and banking leaders in the multi-state region, as well as management staff within the Department. Persons contacted include heads of industry associations, heads of state agencies, community and civil rights leaders, and key members of their staffs. The contacts are non-routine and deal with politically, socially and economically sensitive issues. Many subjects discussed are not understood in detail by the persons contacted.

Contacts sometimes are hazardous because individuals or members of extremist groups (e.g., Ku Klux Klan, American Nazi Party, etc.) may be in attendance and often incite individuals or groups to violent actions directed at those who have the responsibility for enforcing civil rights laws.

Factor 7, Purpose of Contacts

The purpose of the intra-agency contacts is to negotiate operating plan goals, changes in program procedures and staffing allocations, to evaluate field office performances and conduct training. Contacts outside the Department seek to explain Departmental policy and negotiate agreements on issues shared with other agencies or community groups.

Factor 8, Physical Demands

The work is largely sedentary with no special physical demands. There will be travel to the field offices.

Factor 9, Work Environment

The work environment presents only those risks and discomforts normally encountered in a modern office building.