

**POSITION DESCRIPTION**  
**QUAL ASSRNC SPECLST, GS-1910-13**

SETID	HUD01	JOB CODE	HP0276	DATE	08/18/2006	OPM CERT #			
PAY PLAN	GS	SERIES	1910	GRADE	13	PAY BASIS	Per Annum	FUNC CLASS	NA
WORK TITLE	QUAL ASSRNC SPECLST								
SPVY LEVEL	Other	POSITION SENSITIVITY	NCrit Sens	LEO POSITION		MEDICAL CHECK REQ.	No	BUS CODE	0015
FLSA	Exempt	PATCOB	Admin	EXECUTIVE DISCLOSURE	No	EMPL/FIN INTEREST	No	FUND SOURCE	
CLASSIFIER	Veronica E Jackson Smith								
CLASS STANDARD	OPM PCS FOR QUALITY ASSURANCE SERIES, GS-1910								
DATE CLASSIFIED	08/18/2006								

**MAJOR DUTIES**

**Introduction**

The Quality Assurance Specialist is located in the Quality Assurance Division. The incumbent performs under the general supervision of a Supervisory Quality Assurance Specialist or a Division Director. The incumbent carries out functions directed at improving the management performance level, accountability, and data reporting of local agencies participating in the Department's voucher rental assistance and homeownership programs and at maximizing the cost and management effectiveness and efficiency of the programs.

The Quality Assurance Division is responsible for implementing all activities related to improving the quality of operation of the assigned voucher programs at the Department and the public housing agencies (PHA). The Division reviews HA operations on a wide array of performance and financial indicators, identifies recommended and corrective actions and ensures their implementation; reviews and analyzes data submitted to the Department on program performance, use and costs; analyzes Department policies for impact on the cost and efficiency of programs and recommends changes as appropriate; analyzes a variety of rental housing market data; and maintains data on program costs and operations.

The incumbent serves as an expert advisor on all aspects of quality assurance for the voucher programs, including HA performance, cost containment data integrity, and Departmental requirements. Responsibilities include the analytical review of HA operations to identify programmatic errors, inappropriate administrative policies and procedures, cost or financial management errors, and data integrity problems. The incumbent also reviews statutory, regulatory and administrative policies associated with the programs to determine changes required to foster improved program performance, accountability, cost effectiveness and greater serves to the public. The incumbent is responsible for working with HUD field office personnel and other staff of the Office of Housing Voucher Programs and to develop and implement program corrections and improvements. The incumbent is also responsible for working with lower graded staff on developmental tasks within the Division. Responsibilities also include analyzing data to keep current of program compliance and performance requirements; serving as a leader of any team to assist in developing appropriate solutions to complex issues identified by monitoring; and providing expert advice and guidance on any quality assurance issues within the purview of the Division.

**Duties and Responsibilities**

Performs complex, comprehensive remote and on-site monitoring reviews and analysis of the program policies, procedures and practices of individual PHAs in the implementation of the voucher programs. Uses information from these reviews to identify management weaknesses, inappropriate administrative policies and procedures, cost or financial management errors, and data integrity problems.

Analyzes data from a variety of systems in making determinations regarding the compliance and

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performance of the HAs in administering voucher program funds for maximum benefit in their local communities. Systems include, but are not limited to, the Public Housing Information Center (PIC), HUD's Consolidated Program and Accounting System (HUDCAPS), the Real Estate Assessment Center's (REAC) Financial Analysis Sub-System (FASS), and the Voucher Management System (VMS).

Performs complex review and analysis of a wide variety of performance, leasing, financial and market data to determine the effectiveness of PHA's performance and or the program's operations. Utilizes a variety of computer applications to gather and analyze data and project future trends, costs and activities.

Trains lower-graded Staff in the review and analysis processes and oversees their work performance during reviews and other assignments. .

Recommends appropriate solutions to complex operational problems and takes an active role in presenting, implementing, and or overseeing the needed changes. Provides expert technical assistance to HAs, HUD field and Headquarters staff and others as necessary on issues relating to the quality assurance function and the improvement of program design and operations.

Reviews and analyzes statutory, regulatory and administrative policies associated with the programs to apply to review assignments and to identify changes needed to improve program performance, integrity, and accountability at the PHA and national level, cost-effectiveness and greater service to the public.

Analyzes the costs and benefits associated with specific policies and participates as an expert in consideration of program changes.

Initiates and or leads or participates in team assignments as needed to develop solutions to complex issues identified by monitoring or program analysis; provides expert advice and guidance on any quality assurance issues within the purview of the Division.

Assists the Director or a subordinate supervisor in the accomplishment of any management plan or performance goals for the Division, including participating in the development-of goals and the measurement and monitoring of performance; clarifies issues and resolves problems relating to goals achievement.

Provides technical assistance to program participants by responding to questions, identifying technical assistance needs and developing and delivering training packages to address those needs. Provides advice and guidance on unique situations not previously encountered and for which there are no national precedents or experience.

Prepares complex monitoring reports, including statistical, programmatic and administrative information; evaluations; plans and strategies on HA performance and program issues. Prepares other written materials, including program recommendations, operating procedures, briefing papers, notices and correspondence.

### Factor 1 - Knowledge Required by the Position

Expert knowledge of rules and regulations, statutes, and other controlling documents pertaining to all programs administered by the PHAs and skill in applying evaluation methods to data concerning the effectiveness of the public housing and or Section 8 programs operations. In addition, the incumbent must have skill in using complex spreadsheet and database systems to manage and analyze, both qualitatively and quantitatively, information from numerous reports and sources, which relate to many public housing programs.

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Knowledge, based upon thorough analysis of the status of public housing rental assistance and homeownership programs, to be able to effectively communicate with office management and functional groups on specific problems and be able to monitor the development of solutions to identified problems.

### Factor2- Supervisory Controls

The incumbent reports directly to the Director of the Quality Assurance Division or HUB office. Assignments are given in general terms based upon Headquarters and HUB office or Management Center goals and objectives. The incumbent is independently responsible for planning and carrying out assignments by determining, after identifying problem areas, what data should be evaluated to provide necessary information on which to formulate a plan of action for resolution of problematic issues.

Work is reviewed for consistent interpretation of legal precedents, equitable treatment of housing authorities, impact on Departmental policy and effectiveness in supporting program objectives. The incumbent's expertise is such that recommendations are usually accepted.

### Factor 3 - Guidelines

Guideline include legislative statutes, Departmental regulations, and the Annual Contribution Contract and other contractual agreements that might exist between HUD and Housing Authorities

The incumbent uses judgment in deviating from established methods to obtain information on unusual cases and analyzes trends to clarify the need for changes to existing guidelines. Further, methods and procedures contained in standard reference texts are not normally applicable to the analysis of program operated by non-federal organizations such as the PHAs and the incumbent must in many cases develop a tailored method for analyzing specific program data so that the Director of the Office or Division, subordinate supervisors, team leaders, and functional specialists can better understand the range and specifics of the identified problems.

### Factor 4 -Complexity

The work consists of complex analysis of data relating to the operations of all public housing programs and administered by the HUB office or Management Center and requires analysis of interrelated issues of effectiveness, efficiency and productivity for all programs. The incumbent must be able to identify performance trends and deficiencies for all programs, factoring into the findings variances in program operations for different localities. These findings are used by the incumbent and functional specialists when developing solutions to problems or methods to reverse negative trends.

### Factor 5 - Scope and Effect

The work involves designing studies of operations and analyzing program data to improve the efficiency of the program with an emphasis on the delivery of program benefits at the operating level. Recommendations involve significant or controversial issues, may deal with substantial

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expenditures or major problems. The work affects the living conditions of the residents in voucher program assisted-housing units.

### Factor 6 -Personal Contacts

Personal contacts include those with HUD specialists in the HUB offices, Program Centers, Management Centers, Staff in Headquarters, Staff of other Federal and state agencies, housing industry staff, public housing agencies and program participants applicants.

### Factor 7 - Purpose of Contacts

The purpose of the incumbent's contacts are for coordinating programmatic issues with other management staff in the HUB Office, Program Center, Management Center, and Headquarters; and for negotiating with both HUD and PHA staff on actions related to improving the effectiveness of voucher programs. The contracts may often involve negotiations on sensitive issues and encounters with resistant and uncooperative officials requiring the incumbent to be persuasive and tactful.

### Factor 8 - Physical Demands

The work is usually sedentary and involves sitting comfortably to accomplish most tasks. No special physical demands are required.

### Factor 9 - Work Environment

The work involves normal risks or discomforts associated with working in an adequately lighted and ventilated office environment.

**JOB COMPETENCIES** (The full range of competencies for the occupational series is provided for information and development purposes; not every competency displayed is required at the individual position level.)

## EVALUATION STATEMENT

1-8	1550
2-5	650
3-4	450
4-5	325
5-4	225
6-2	25
7-2	50
8-1	5
9-1	5

Total 3285 = GS-13 (3155 - 3600)