



# District of Columbia Housing Authority

## Vacancy Announcement

*Central Office*

### ANNOUNCEMENT #19-17(A)

(This announcement amends area of consideration and opening and closing dates)

<b>Title:</b> Fair Hearings Compliance Officer	<b>Department:</b> Office of Fair Hearings
<b>Grade:</b> DS-1301-13	<b>Salary Range:</b> \$86,423 pa - \$112,763 pa
<b>Opening Date:</b> 1-8-19	<b>Closing Date:</b> Open until filled
<b>Area of Consideration:</b> DCHA Employees and the General Public	

#### Duties and Responsibilities:

- Reviews effectiveness of operating procedures and policy guidelines to determine if changes are warranted and makes recommendations to the Office of Fair Hearings Director.
- Evaluates existing practices and protocols of responsible department (HCVP, PMO, and ECOD); recommends modifications and enhancements for overall improvement(s) as appropriate
- Develops internal controls for assessing the implementation of policy guidelines to integrate Rental Assistance Demonstration (RAD) program and Mixed Finance Properties (MFP) programs into the Fair Hearings system.
- Conducts process evaluations of the select program areas (i.e., LIPH, HCVP and ECOD) through interviews with responsible officials; reviews of salient documents and assessments of ongoing practices in relation to established criteria; prepares written reports of findings and recommendations.
- Gathers and organizes information about problem areas to be solved or the procedure to be improved; develops solutions and alternative practices; designs and recommends new systems, procedures and structural changes to make the department more efficient.
- Provides analysis and briefings to stakeholders both internal and external in consultation with the Director to improve the efficiency of the Fair Hearings process.
- Identifies and formulates cost saving measures for implementation in reasonable departments throughout the agency.
- Aids Director in the preparation and presentation of key briefings to stakeholders and strategic partners as required.
- Prepares monthly reports on the Compliance and Closure Rates of the aforementioned program areas and reports on the conformity and outcomes of decisions from OFH's Hearing Panel;
- Conducts regular, periodic and on-demand training sessions for responsible officials of the aforementioned program areas, in addition to various client groups (i.e., ORS, City-Wide Resident Advisory Councils).
- Supports the Director in the training and monitoring of the RAD converted properties and Mixed-Finance Properties responsible officials and their compliance with the established uniformed grievance policy.
- Convenes regular policy meetings with responsible officials (internal and external) to identify and remedy issues of implementations, and advise the Director for review.
- Reviews findings and advises the Director for review and recommendations; makes recommendations through presentations or written reports.
- Performs other related duties as assigned

#### Qualification Requirements:

Bachelor's degree in social work, business or other related field, and at least (5) five years of related experience; (Master's Degree in Public Administration or related field preferred) from an accredited college or university, and at least (3) three years of experience in administrative law, alternative dispute resolution or administrative hearings and due process, including at least two years of program level management experience in a public housing and housing voucher environment; or the equivalent combination of education and experience which meet the minimum qualifications requirement may be substituted. (over)

## **Quality Ranking Factors:**

The following ranking factors will be used in the evaluation process. All applicants must respond to each ranking factor by providing a narrative statement addressing the factors listed below. Please describe specific incidents of sustained achievements from your experience that show evidence of the level at which you are applying. You may refer to any experience, education, training, etc. that includes the degree to which you possess the job related knowledge, skills and ability described in the ranking factors.

**Note:** *Failure to respond to all ranking factors will eliminate you from consideration.*

**Ranking Factor #1:** Expert knowledge of District and U. S. Department of Housing and Urban Development's (HUD's) laws and requirements governing public and subsidized housing grievance and administrative hearings process, procedures, and legal requirements.

**Ranking Factor #2:** Demonstrated advisory work which assured the understanding of and compliance with governing laws, rules, regulations, policies and mandates.

**Ranking Factor #3:** Knowledge of and experience in the use of the theories, practices, techniques, and methodologies of management analysis in order to propose solutions to management's operational problems.

**Ranking Factor #4:** Comprehensive and intensive knowledge of and experience in the use of a variety of techniques for fact finding and data analysis, i.e., questionnaire interviews, work distribution and work flow charting, task analysis, studies, statistical analysis and systems analysis.

## **Other Significant Factors:**

- Applicants may be subject to background, past employment and personal history investigations.
- Applicants who require accommodations or have questions in the application process should contact the Human Resources Department at (202) 535-1618.
- This position **is** in the Collective Bargaining Unit represented by AFGE Local 2725

The District of Columbia Housing Authority (DCHA) conducts pre-employment screening on specified positions, which may include but is not limited to a criminal background check, drug and alcohol testing, verification of academic credentials, licenses, and certifications, and/or verification of work history.

This position has been designated by the department to require a drug and alcohol screening and background check. Finalist(s) for this position will be subject to drug and alcohol testing and will be required to consent to a pre-employment background check as a condition of employment.

***For consideration please submit your application to:***

**Human Resources Department  
1133 North Capitol Street N.E., Room 222  
Washington D.C. 20002  
Fax # (202) 535-1375**

**DCHA IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**