

FAIR HOUSING AND EQUAL OPPORTUNITY  
ENFORCEMENT/COMPLIANCE/PROGRAM OPERATIONS  
Equal Opportunity Specialist  
(Civil Rights Analyst)  
GS-360-12

Incumbent serves in a position of public trust.

This position is located in the FHEO ~~Hub~~ <sup>Regional Office PHED</sup>, ~~Program Centers~~ or local FHEO ~~Sites~~ <sup>from area</sup>. The incumbent works under the direction of a ~~Branch Chief~~ <sup>Supv. FOS</sup> in the area of intake/assessment, enforcement, compliance, and/or program operations. The Civil Rights Analyst's work may involve complaint intake/assessment, investigating complaints, local situations of laws, policies, practices, or conditions that lead to the clustering, segregation, and isolation of protected classes (racial and ethnic minorities, women, disabled persons, families with children, etc.) Using information technology, the fair housing planning process, and/or enforcement techniques, the Civil Rights Analyst conducts investigations, fact-finding, facilitation, analysis, and negotiations to bring about solutions to civil rights-related problems.

In the area of enforcement, the incumbent is primarily involved in intake/assessment and/or investigation, conciliation, and resolution of complex, highly sensitive and difficult allegations of discrimination related to housing and employment.

In the area of compliance, the incumbent is primarily involved in performing reviews of the fair housing policies/practices of recipients of federal funds (e.g. Public Housing Authorities, Assisted Housing, and other HUD subsidized housing programs) in order to secure compliance under Title VI, Section 109, Section 504, and Executive Order 11063.

In the area of operations, the incumbent is primarily involved in assessing program effectiveness in given localities by reviewing fair housing program plans for consistency with program objectives.

The incumbent is a fair housing and equal opportunity specialist in the administration of the Department's civil rights-related program requirements, in connection with Title VIII of the Civil Rights Act of 1968, Title VI of the Civil Rights Act of 1964, Section 109 of the Housing and Community Development Act of 1974, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, the Age Discrimination Act, and other relevant Executive Orders and regulations. The incumbent undertakes a wide variety of complex assignments which may be in the areas of enforcement, compliance and/or program operations, working in conjunction with other Equal Opportunity Specialists, HUD program staff, and counsel.

**DUTIES****ENFORCEMENT**

Intakes/Assesses, investigates, conciliates, and/or resolves complex, highly sensitive and difficult allegations of discrimination related to housing, and employment.

Conducts systemic housing discrimination complaints, which affect large numbers of minorities and women, or which have been in effect for a substantial period of time, resulting in institutional or flagrant housing discrimination patterns of practices.

Interviews complainants and witnesses to obtain evidence relevant to the allegation of discrimination.

Contacts respondents to serve charges, explains respondent's rights and obligations under the law, and conducts interviews to obtain evidence.

Interviews recipient officials and representatives, citizen groups, and others to obtain relevant information.

Prepares final investigative reports, critically analyzes evidence, and makes findings and recommendations.

Drafts subpoenas, when required, to obtain documents, records, or testimony.

Drafts letters of determination for the Director.

Works with Fair Housing Assistance Programs Agencies in the implementation of their responsibilities under the Fair Housing Act and other applicable statutes, rules and regulations.

Assists local officials, organizations, and community groups in finding ways to reverse or eliminate patterns or practices that injure those protected by civil rights laws.

Works with all necessary HUD divisions and personnel beyond FHEO as well as appropriate persons and organizations outside of HUD to achieve improvements for protected classes, in close consultation with supervisor or higher management officials.

Develops technical assistance and training activities regarding interpretation of fair housing laws and actively participates in their implementation, for office staff and for state and local equivalent enforcement agencies.

COMPLIANCE

Performs compliance reviews of the fair housing policies/practices of recipients of federal monies, i.e., Public Housing Authorities, Assisted Housing, and other HUD subsidized housing programs.

Secures voluntary compliance and/or attempts conciliation with recipients of HUD funds under Title VI, Section 109, Section 504, and Executive Order 11063. If settlement fails, drafts recommendations for further action on charges.

Prepares final investigative reports or a standard compliance review format which includes specifying issues, presenting facts germane to those issues, critically analyzing evidence, and making findings and recommendations.

Drafts letters of determination.

Interviews complainants and witnesses to obtain evidence relevant to the allegation of discrimination.

Contacts respondents to serve charges, explain respondent's rights and obligations under the law and conducts interviews to obtain evidence.

Interviews recipient officials and representatives, citizen groups and others to obtain relevant information.

Assists in the processing, investigation, and conciliation of housing discrimination complaints of an extremely complex or sensitive nature such as those involving widespread land use, conflicting or potentially unenforceable local occupancy and zoning codes, handicap access under multiple authorities, residential financing and brokerage and appraisal practices, and prepares memoranda raising issues concerning jurisdictional and other legal questions for presentation and consultation with counsel, as needed.

Works with all necessary HUD divisions and personnel beyond FHEO as well as appropriate persons and organizations outside of HUD to achieve improvements for protected classes, in close consultation with supervisor or higher management officials.

Reviews documents pertaining to recipient or respondent practices and policies.

Develops technical assistance and training activities regarding interpretation of fair housing laws and actively participates in their implementation.

## PROGRAM OPERATIONS

Assesses program effectiveness by reviewing fair housing program plans for consistency with program objectives. Identifies operational problems and recommends corrective action.

Gathers and synthesizes facts using information technology to develop statements, findings, and conclusions resulting in position papers which will be disseminated to community-based interest groups, the media, and the general public.

Convenes meetings of persons representing regulated entities, community organizations, and business and industry groups. Some or all such persons may be hostile towards each other and/or towards HUD's involvement.

Develops fair housing plans and strategies to address industry policies and practices or to address areas where existing guidelines have not been effective.

Conducts analysis, fact-finding, facilitation, and negotiations to bring about solutions to civil rights problems in a given locality using information technology and the fair housing planning process.

Maintains an in-depth, up-to-date knowledge of social and economic trends in local communities as they pertain to the concepts, principles, and methods associated with the various HUD programs.

Negotiates resolutions of broad and complex problems where fundamental changes in the policies and operations of the regulated entities are required.

Identifies local situations of laws, policies, practices, and conditions that lead to the clustering, segregation, and isolation of protected classes.

Assists local officials, organizations, and community groups in finding ways to reverse or eliminate patterns or practices that injure those protected by civil rights laws.

Works with all necessary HUD divisions and personnel beyond FHEO as well as appropriate persons and organizations outside of HUD to achieve improvements for protected classes, in close consultation with supervisor or higher management officials.

Reviews documents pertaining to recipient or respondent practices and policies.

Drafts statements on a wide variety of complex or systemic discrimination issues. Prepares replies to written inquiries of a controversial nature or program area.

Develops technical assistance and training activities regarding interpretation of fair housing laws and actively participates in their implementation, for office staff.

Performs a wide variety of complex assignments, working in conjunction with other Fair Housing and Equal Opportunity staff, HUD Program, Counsel staff, and others as needed, to effectively carry out the functions of FHEO.

Maintains continuing liaison with the higher management officials of other Federal agencies administering civil rights programs related to or having an impact on those of HUD, including the Comptroller of the Currency, Federal Reserve Bank, Small Business Administration (SBA), Department of Justice, Federal Bureau of Investigation, Department of Agriculture, General Services Administration, Federal Home Loan Bank Board, and others.

#### Factor 1 - Knowledge Required by the Position

Thorough knowledge of the rules, regulations, and statutes prohibiting discrimination in housing and employment, and in the use of federal funds for HUD housing, housing management, and community development programs.

Thorough knowledge of precedent setting decisions from state and federal courts relating to the above referenced rules and regulations.

Expert knowledge of problem-solving techniques and a high level of skill in interpreting laws, executive orders, regulations, and court decisions.

Skill in fact finding, analysis, formulating and presenting recommendations, negotiating resolutions of strongly contested issues, and in oral and written communications.

Skill in providing technical assistance to the general public, public officials, and applicants for and recipients of fair housing programs.

Skill in the performance of complex investigations.

Detailed knowledge of the geographical areas being served. This includes a knowledge of the local government and business institutions, as well as social and economic factors that apply to FHEO issues.

Ability to evaluate programs of civil rights compliance in housing to make an assessment of work activities and to draw valid conclusions.

Skill in the use of computer systems and technology.

### Factor 2 - Supervisory Controls

The Equal Opportunity Specialist exercises wide latitude and independent judgement in planning and carrying out work. The incumbent is expected to independently plan and arrange for the necessary assistance to accomplish the assigned responsibilities of the Office. Keeps the supervisor informed of general status of reviews, investigations and other work, and brings particularly difficult or sensitive problems to the supervisor's attention. Prepares reports of deficiencies and prepares recommendations for corrective actions. Work results are accepted as technically authoritative and review is minimal in terms of the goals, objectives, programs and policies.

Incumbent assists in the planning and direction of basic projects in the technical supervision and guidance of the staff, and performs his/her responsibilities with minimal supervision.

Incumbent keeps the supervisor informed of the general status of reviews, investigations, and other work.

### Factor 3 - Guidelines

Guidelines include applicable laws, regulations, handbooks, policy statements, precedent court decisions, and memoranda of understanding. The incumbent must use ingenuity and judgement in executing assignments within the guidelines to maximize governmental implementation of fair housing.

### Factor 4 - Complexity

The incumbent must independently plan, direct, and conduct his/her work assignments and recommend decisions on highly complex and broad problems. In many instances, the problems involve a unique combination of facts, conditions, and issues being investigated or studied for the first time. The problems involved require an indepth analysis of fundamental policies of national organizations and that raise questions on issues that are strongly contested by powerful, competent and resourceful organizations having an interest in the outcome. Generally, these studies and investigations involve multiple, complex, and interrelated issues having potential impact on the Department's enforcement policy in consultation with counsel.

### Factor 5 - Scope and Effect

The purpose of the work is to provide program management, leadership, and expert technical advice in fair housing, employment, and non-discrimination in federal programs. The ultimate purpose of the program is to eliminate systemic barriers to equal opportunity in the housing and housing-related industries of the area.

Work efforts have a discernable impact on the structure and content of housing and CD programs. Work results in major changes in housing, and other opportunities within the area served. The work results in materially improved housing and employment opportunities for large numbers of persons formally excluded due to housing or employment discrimination and in major changes in the employment policies and practices of funded agencies.

Recipients and/or respondents may be broad, community wide in scope, controversial and have national implications since municipalities, civil rights organizations and other interested parties have strong and divergent views on the issues involved.

### Factor 6 - Personal Contacts

Personal contacts are with political, community, housing industry, and banking leaders in the metropolitan areas or states. Persons contacted are Mayors, Governors, State legislators, city council members, heads of industry associations (i.e. real estate, building construction, and banking), union leaders, community and civil rights leaders, key members of their staffs, and agency employees at all grade and pay levels.

These contacts are not routine, but deal with politically and economically sensitive issues. Many subjects discussed (e.g. agency fair housing regulations) are not understood in detail by the person contacted. In addition, the role and authority of the participants is often unclear and must be developed during the meeting.

### Factor 7 - Purpose of Contact

The purpose of the contacts is to explain agency proposals, on behalf of complainants or in response to written voluntary compliance plans. It is also to explain decisions concerning recipient agency policies, as well as to obtain the views of persons, agencies, and firms affected by these policies. The contacts are designed to persuade them of the legal necessity for taking particular actions, and to negotiate acceptable solutions

and obtain agreement on fundamental changes in long established policies and practices. At times, persons contacted may have strongly held views that agency actions are inconsistent with their vital economic interests, and they may strongly oppose proposed actions or decisions.

#### Factor 8 - Physical Demands

The work requires periods of physical exertion such as extended periods of intensive negotiation or conciliation without rest periods. It includes meeting with parties, to conciliate complaints and voluntary compliance agreements, in intensive conciliation or negotiations sessions, for periods of four hours or longer. The work requires specific, but common physical characteristics and abilities, such as above average agility, physical and emotional stamina, and resistance to fatigue. Physical exertion involves prolonged stooping, kneeling, and bending to obtain data from files and occasional brief visits to sites during the fact-finding phase.

#### Factor 9 - Work Environment

In addition to working in an office setting, which involves everyday risks and discomforts, the work regularly include visits to construction and geographical areas which may pose a threat of physical violence or that may involve moderate discomforts or risks. Work and physical movements must be carefully planned to avoid particular dangers.