



National Institutes of Health Competency Model

Equal Employment Opportunity Specialist GS - 260

Occupation Competency Model

Equal Employment Opportunity Specialist Competency Model		
Competency	Definition	Key Behaviors
EEO Laws, Regulations, and Policies	Understands the principles of Federal EEO laws, regulations, and policies and facilitates the effective implementation of EEO requirements throughout the organization	<ul style="list-style-type: none"> • Researches current EEO laws, policies and procedures, utilizing all available resources • Advises, consults, and trains agency managers, supervisors and employees on their respective EEO rights and responsibilities • Identifies instances of EEO noncompliance and recommends appropriate remedies and corrective action(s) • Stays current with changes in EEO law and assesses the impact of changes on the organization's management policies, practices, and procedures • Identifies and implements best practices to further the goals, objectives, and intent of Federal EEO laws and programs
EEO Complaint Procedures and Alternative Dispute Resolution (ADR)	Demonstrates and applies knowledge and understanding of the Federal sector EEO complaint process and the use of ADR	<ul style="list-style-type: none"> • Interviews aggrieved individuals and advises them of their EEO rights, responsibilities, and conflict resolution options • Communicates allegations of discrimination to managers, supervisors, and employees and offers alternatives for resolving complaints • Conducts pre-complaint counseling and produces an adequate counseling report within the regulated timelines • Provides competent guidance and assistance on a variety of EEO matters and reports using accurate information and knowledge • Collects, analyzes, and prepares accurate records using complaint data related to allegations of discrimination • Adjudicates Federal Sector EEO complaints in accordance with Federal laws, regulations and practices

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Affirmative Employment and EEOC MD-715	Understands and utilizes the EEOC and other Federal regulations to develop, implement and monitor agency EEO programs and to periodically report agency status to management officials	<ul style="list-style-type: none"> • Possesses knowledge of affirmative employment laws, EEOC MD-715 and HR directives to develop a results oriented agency EEO program • Researches, analyzes and/or interprets EEOC and appropriate Federal directives, policies and procedures • Advises agency management on the integration of MD-715 program objectives in daily operations. • Develops recommendations resulting from identified program barriers and deficiencies • Prepares the annual MD-715 plan/update, communicating the agency's priorities for achieving a model EEO program • Benchmarks organizational practices in both the public and private sectors to determine the best approach for integrating affirmative employment laws, regulations, and policies
EEO Special Emphasis Programs	Understands the functions of EEO Special Emphasis Programs and the application of measures to ensure that equal employment opportunity and treatment of employees exist in all occupations and at all levels of the organization	<ul style="list-style-type: none"> • Develops and implements strategies for managing Special Emphasis Programs in accordance with applicable laws, rules, and regulations • Conducts data analysis, surveys, and assessments to identify barriers in all major personnel areas and actions • Develops annual Special Emphasis Program observances and activities consistent with organizational goals and objectives • Monitors and facilitates efficient processing of reasonable accommodations/accessibility requests in accordance with established federal disability laws, regulations and policies • Establishes partnerships with affinity groups, agency officials, and professional organizations to promote the outreach and recruitment efforts of the organization

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Diversity Management	Understands and applies the principles of creating a diverse and inclusive work environment where people from diverse backgrounds feel respected, recognized, and valued	<ul style="list-style-type: none"> • Reviews organizational systems policies and practices to ensure that diversity management is integrated into the operations of the organization • Conducts assessments related to human relations and diversity management to determine areas of strengths and improvement • Builds strategies to train and develop the workforce regarding diversity management principles • Stays current with changes in public policy, legislation, Congressional initiatives, and law related to diversity programs and diversity workforce issues • Applies best EEO and diversity management practices and strategies to develop a results-oriented diversity program

NIH Proficiency Scale

Score	Proficiency Level	Description
1	<i>Fundamental Awareness</i> (basic knowledge)	<p>You have a common knowledge or an understanding of basic techniques and concepts.</p> <ul style="list-style-type: none"> • Focus is on learning.
2	<i>Novice</i> (limited experience)	<p>You have the level of experience gained in a classroom and/or experimental scenarios or as a trainee on-the-job. You are expected to need help when performing this skill.</p> <ul style="list-style-type: none"> • Focus is on developing through on-the-job experience; • You understand and can discuss terminology, concepts, principles, and issues related to this competency; • You utilize the full range of reference and resource materials in this competency.
3	<i>Intermediate</i> (practical application)	<p>You are able to successfully complete tasks in this competency as requested. Help from an expert may be required from time to time, but you can usually perform the skill independently.</p> <ul style="list-style-type: none"> • Focus is on applying and enhancing knowledge or skill; • You have applied this competency to situations occasionally while needing minimal guidance to perform successfully; • You understand and can discuss the application and implications of changes to processes, policies, and procedures in this area.
4	<i>Advanced</i> (applied theory)	<p>You can perform the actions associated with this skill without assistance. You are certainly recognized within your immediate organization as "a person to ask" when difficult questions arise regarding this skill.</p> <ul style="list-style-type: none"> • Focus is on broad organizational/professional issues; • You have consistently provided practical/relevant ideas and perspectives on process or practice improvements which may easily be implemented; • You are capable of coaching others in the application of this competency by translating complex nuances relating to this competency into easy to understand terms; • You participate in senior level discussions regarding this competency; • You assist in the development of reference and resource materials in this competency.
5	<i>Expert</i> (recognized authority)	<p>You are known as an expert in this area. You can provide guidance, troubleshoot and answer questions related to this area of expertise and the field where the skill is used.</p> <ul style="list-style-type: none"> • Focus is strategic; • You have demonstrated consistent excellence in applying this competency across multiple projects and/or organizations; • You are considered the "go to" person in this area within NIH and/or outside organizations; • You create new applications for and/or lead the development of reference and resource materials for this competency; • You are able to diagram or explain the relevant process elements and issues in relation to organizational issues and trends in sufficient detail during discussions and presentations, to foster a greater understanding among internal and external colleagues and constituents.