

Grantee-Level WAP Specific (Technical Elements)	
At the Grantee level, this individual is responsible for overseeing the technical elements of the Weatherization Assistance Program (WAP). This person is responsible for ensuring necessary aspects are in place so the work is carried out in accordance with the requirements of the Federal grant.	
DOMAIN I:	Establishing Technical Guidelines and Auditing Procedures for Program Implementation
<i>Task 1:</i>	Review and update, as needed, audit procedures and protocols in accordance with WAP regulations and guidance
<i>Task 2:</i>	Update field guides and technical manuals used by the Grantee-wide network to ensure consistency of work
<i>Task 3:</i>	Adjust Health and Safety Plans annually to reflect program priorities and current implementation practices
DOMAIN II:	Establishing Grantee-Wide Technical Training
<i>Task 1:</i>	Assess technical training needs for all levels within the Grantee network
<i>Task 2:</i>	Develop training plans targeting specific issues
<i>Task 3:</i>	Evaluate effectiveness of training and re-tool trainings to meet objectives of the Program
DOMAIN III:	Ensuring the Quality (Technical) Delivery of Services
<i>Task 1:</i>	Oversee (or perform) on-site inspections (<i>**See QCI Job Task Analysis (JTA) below for necessary credentials to accomplish this task; if performing actual on-site inspections, QCI HEP credential is required</i>) (Note: KSAs are based on overseeing only)
<i>Task 2:</i>	Assess inventory of equipment and tools ensuring appropriateness and maintenance of same
<i>Task 3:</i>	Develop monitoring tool/checklist focused on technical elements of Program
<i>Task 4:</i>	Produce reports identifying weaknesses and solutions
DOMAIN IV:	Analyzing Desk Monitoring Data Elements
<i>Task 1:</i>	Review production reports and database systems
<i>Task 2:</i>	Review on-site inspection forms – categorizing elements to feed into future monitoring/training/assistance plans
<i>Task 3:</i>	Assess Subgrantee materials inventory and appropriateness of inventory controls
<i>Task 4:</i>	Compare anticipated energy savings to actual savings
<i>Task 5:</i>	Produce reports identifying trends, irregularities, opportunities for improvement, etc. based on desk monitoring
DOMAIN V:	Contributing to Client Education
<i>Task 1:</i>	Articulate WAP basics related to Health and Safety (H&S) and Indoor Air Quality (IAQ) to maintain healthy indoor environment
<i>Task 2:</i>	Outline varying degrees (from very basic to quite comprehensive) of information related to the WAP process, equipment, and potential savings
<i>Task 3:</i>	Communicate how client behavior affects WAP results

Grantee-Level WAP Specific (Technical Elements)	
At the Grantee level, this individual is responsible for overseeing the technical elements of the Weatherization Assistance Program (WAP). This person is responsible for ensuring necessary aspects are in place so the work is carried out in accordance with the requirements of the Federal Government.	
DOMAIN I:	Establishing Technical Guidelines and Auditing Procedures for Program Implementation
<i>Task 1:</i>	Review and update, as needed, audit procedures and protocols in accordance with WAP regulations and guidance
	Ability to
	<ul style="list-style-type: none"> ▪ Coordinate with multiple agencies, e.g., Subgrantees, Code Authorities, etc. ▪ Complete task on time ▪ Submit complete audit review application ▪ Respond to DOE's requests for more information in a timely manner
	Knowledge of
	<ul style="list-style-type: none"> ▪ DOE enabling legislation and regulations (10 CFR 400, 10 CFR 600 and OMB Circulars) and WAP Program Notices (WPNs) ▪ DOE-accepted audit software ▪ Priority list procedures ▪ WAP Field Procedures ▪ Emerging technologies
	Skill in
	<ul style="list-style-type: none"> ▪ Analytical thinking ▪ Auditing analysis ▪ Time management ▪ Communication ▪ Document preparation
<i>Task 2:</i>	Update field guides and technical manuals used by the Grantee-wide network to ensure consistency of work
	Ability to
	<ul style="list-style-type: none"> ▪ Write effectively ▪ Evaluate current practices against best practices and regulations
	Knowledge of

	<ul style="list-style-type: none"> ▪ Current technical protocols ▪ Best practices ▪ Emerging technologies ▪ Standard Work Specification ▪ State network skill levels/abilities ▪ DOE enabling legislation and regulations (10 CFR 400, 10 CFR 600 and OMB Circulars) and WAP Program Notices (WPNs)
	Skill in
	<ul style="list-style-type: none"> ▪ Facilitation ▪ Communication ▪ Observation ▪ Analysis ▪ Synthesizing ▪ Assessment ▪ Organization
<i>Task 3:</i>	Adjust Health and Safety Plans annually to reflect program priorities and current implementation practices
	Ability to
	<ul style="list-style-type: none"> ▪ Update H&S plan to DOE's approval ▪ Respond to DOE's requests for clarification/more information in a timely manner
	Knowledge of
	<ul style="list-style-type: none"> ▪ DOE enabling legislation and regulations (10 CFR 400, 10 CFR 600 and OMB Circulars) and WAP Program Notices (WPNs) (emphasis on current WPN Health and Safety Guidance) ▪ Historical H&S Plans implementation and issues ▪ Common Health and Safety requirements in local housing stock ▪ Costs and special labor requirements for typical Health and Safety measures (e.g., licensed electrician needed for wiring ventilation fan)
	Skill in
	<ul style="list-style-type: none"> ▪ Communication ▪ Analysis ▪ Strategic Thinking ▪ Synthesizing information
DOMAIN II:	Establishing Grantee-Wide Technical Training
<i>Task 1:</i>	Assess technical training needs for all levels within the Grantee network

	Ability to
	<ul style="list-style-type: none">▪ Evaluate worker performance against State and WAP standards▪ Differentiate between issues related to equipment/personnel failings and training shortcomings

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	Knowledge of
	<ul style="list-style-type: none"> ▪ Recent (1 yr) monitoring concerns and findings ▪ Competency testing results ▪ Typical measures installed ▪ Trainee feedback from previous trainings ▪ Trainer feedback from previous trainings
	Skill in
	<ul style="list-style-type: none"> ▪ Observation ▪ Assessment ▪ Analysis ▪ Communication ▪ Systems thinking -- solving the problem, not the symptom
<i>Task 2:</i>	Develop training plans targeting specific issues
	Ability to
	<ul style="list-style-type: none"> ▪ Schedule ▪ Establish a timeline ▪ Evaluate current network capabilities ▪ Determine effective training pathway based on current capabilities ▪ Define desired outcomes/learning objectives of trainings ▪ Allocate resources
	Knowledge of
	<ul style="list-style-type: none"> ▪ Adult education principles ▪ Existing training offerings
	Skill in
	<ul style="list-style-type: none"> ▪ Organization ▪ Coaching up ▪ Project management ▪ Communication
<i>Task 3:</i>	Evaluate effectiveness of training and re-tool trainings to meet objectives of the Program
	Ability to
	<ul style="list-style-type: none"> ▪ Assess work in field and compare to desired outcomes of training ▪ Process/collate trainee/trainer evaluations

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	Knowledge of
	<ul style="list-style-type: none"> ▪ Assessment techniques ▪ Training availability ▪ Adult learning principles ▪ Trainee feedback from previous trainings ▪ Trainer feedback from previous trainings
	Skill in
	<ul style="list-style-type: none"> ▪ Communication ▪ Organization ▪ Analytical thinking ▪ Tracking systems
DOMAIN III:	Ensuring the Quality (Technical) Delivery of Services
<i>Task 1:</i>	Oversee (or perform) on-site inspections (<i>**See QCI Job Task Analysis (JTA) below for necessary credentials to accomplish this task; if performing actual on-site inspections, QCI HEP credential is required</i>) (Note: KSAs are based on overseeing only)
	Ability to
	<ul style="list-style-type: none"> ▪ Delegate authority to Quality Control Inspector (QCI) ▪ Recognize anomalies in QCI reports
	Knowledge of
	<ul style="list-style-type: none"> ▪ NREL Job Task Analysis (JTA) for QCI ▪ Building science principles ▪ Building diagnostics ▪ Relevant Weatherization Program Notices ▪ Standard Work Specifications (SWS) ▪ State-specific standards
	Skill in
	<ul style="list-style-type: none"> ▪ Organization ▪ Attention to detail ▪ Accuracy ▪ Communication ▪ Interpersonal communication

<i>Task 2:</i>	Assess inventory of equipment and tools ensuring appropriateness and maintenance of same
	Ability to
	<ul style="list-style-type: none"> ▪ Perform periodic inventory ▪ Conduct (or schedule) routine maintenance (i.e. recalibration, resourcing, repairs, etc.)
	Knowledge of
	<ul style="list-style-type: none"> ▪ Inventory ▪ Manufacturer specifications (i.e. recalibration schedules, etc.) ▪ Storage location ▪ Network tool and equipment usage
	Skill in
	<ul style="list-style-type: none"> ▪ Organization ▪ Scheduling
<i>Task 3:</i>	Develop monitoring tool/checklist focused on technical elements of Program
	Ability to
	<ul style="list-style-type: none"> ▪ Establish baseline standard for technical performance ▪ Prioritize inspection data points to ensure thorough inspections and meaningful data ▪ Organize checklist/tool in logical sequence ▪ Solicit and incorporate feedback from those using the tool/checklist ▪ Outline “Systems” – addressing the root-cause problems versus concentrating on symptoms
	Knowledge of
	<ul style="list-style-type: none"> ▪ SWS ▪ State specific standards ▪ QCI's tools/equipment needs
	Skill in
	<ul style="list-style-type: none"> ▪ Leadership ▪ Communication ▪ Organization
<i>Task 4:</i>	Produce reports identifying weaknesses and solutions
	Ability to
	<ul style="list-style-type: none"> ▪ Evaluate available information to identify trends in network performance ▪ Identify root cause of weaknesses (to propose suitable solutions) ▪ Identify when training is needed

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	Knowledge of
	<ul style="list-style-type: none"> ▪ Acceptable quality ▪ SWS ▪ State specific standards ▪ Previous monitoring reports
	Skill in
	<ul style="list-style-type: none"> ▪ Analytical thinking ▪ Remaining tactful ▪ Communication ▪ Technical writing ▪ Documentation (e.g., written, photographs)
DOMAIN IV:	Analyzing Desk Monitoring Data Elements
<i>Task 1:</i>	Review production reports and database systems
	Ability to
	<ul style="list-style-type: none"> ▪ Re-run and otherwise verify existing computerized energy audits ▪ Operate database software ▪ Evaluate data based on program goals
	Knowledge of
	<ul style="list-style-type: none"> ▪ DOE-approved energy auditing software ▪ DOE-approved priority lists ▪ Production goals ▪ Budgets ▪ Database system
	Skill in
	<ul style="list-style-type: none"> ▪ Analytical thinking ▪ Attention to detail ▪ Organization
<i>Task 2:</i>	Review on-site inspection forms – categorizing elements to feed into future monitoring/training/assistance plans
	Ability to
	<ul style="list-style-type: none"> ▪ Evaluate data based on program goals
	Knowledge of

	<ul style="list-style-type: none"> ▪ Building science principles ▪ Building diagnostics and common parameters
	Skill in
	<ul style="list-style-type: none"> ▪ Prioritization of needs/activities
<i>Task 3:</i>	Assess Subgrantee materials inventory and appropriateness of inventory controls
	Ability to
	<ul style="list-style-type: none"> ▪ Compare inventory lists to actual inventory ▪ Recognize anomalies in materials billed and installed in client files
	Knowledge of
	<ul style="list-style-type: none"> ▪ Internal policies and procedures ▪ Inventory tracking techniques ▪ Materials and amounts needed for common weatherization measures
	Skill in
	<ul style="list-style-type: none"> ▪ Attention to detail ▪ Observation
<i>Task 4:</i>	Compare anticipated energy savings to actual savings
	Ability to
	<ul style="list-style-type: none"> ▪ Access energy data ▪ Process energy data to account for weather, occupancy, etc.
	Knowledge of
	<ul style="list-style-type: none"> ▪ Actual fuel consumption pre- and post-weatherization ▪ Units of energy ▪ Utility company protocols ▪ Client confidentiality issues (release forms, etc.)
	Skill in
	<ul style="list-style-type: none"> ▪ Analytical thinking ▪ Observation ▪ Attention to detail ▪ Organization ▪ Communication

<i>Task 5:</i>	Produce reports identifying trends, irregularities, opportunities for improvement, etc. based on desk monitoring
	Ability to
	<ul style="list-style-type: none"> ▪ Recognize anomalies in program delivery ▪ Recognize training opportunities ▪ Recognize equipment/tool deficiencies ▪ Recognize agency deficiencies
	Knowledge of
	<ul style="list-style-type: none"> ▪ Record of past performance ▪ Record of current performance ▪ DOE enabling legislation and regulations (10 CFR 400, 10 CFR 600 and OMB Circulars) and WAP Program Notices (WPNs) ▪ Completed training
	Skill in
	<ul style="list-style-type: none"> ▪ Report writing ▪ Organization ▪ Communication
DOMAIN V:	Contributing to Client Education
<i>Task 1:</i>	Articulate WAP basics related to Health and Safety (H&S) and Indoor Air Quality (IAQ) to maintain healthy indoor environment
	Ability to
	<ul style="list-style-type: none"> ▪ Recognize opportunities for improved IAQ ▪ Pace information delivery for maximum comprehension by client ▪ Relate potential benefits to clients' specific situation
	Knowledge of
	<ul style="list-style-type: none"> ▪ Healthy Homes principles ▪ WAP Program Notices (WPNs) ▪ Adult learning principles
	Skill in
	<ul style="list-style-type: none"> ▪ Communication ▪ Remaining tactful ▪ Interpersonal relationships ▪ Application of Adult learning principles

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<i>Task 2:</i>	Outline varying degrees (from very basic to quite comprehensive) of information related to the WAP process, equipment, and potential savings
	Ability to
	<ul style="list-style-type: none"> ▪ Organize information in logical sequence
	Knowledge of
	<ul style="list-style-type: none"> ▪ WAP delivery process ▪ WAP equipment ▪ Potential energy savings ▪ WAP measures
	Skill in
	<ul style="list-style-type: none"> ▪ Communication ▪ Organization ▪ Interpersonal relationships ▪ Application of Adult learning principles
<i>Task 3:</i>	Communicate how client behavior affects WAP results
	Ability to
	<ul style="list-style-type: none"> ▪ Tailor information to specific occupant ▪ Provide sufficient information without overloading client
	Knowledge of
	<ul style="list-style-type: none"> ▪ Individual occupant behavior (specific) ▪ Occupant behavior effects on IAQ and energy savings (general)
	Skill in
	<ul style="list-style-type: none"> ▪ Communication ▪ Remaining tactful ▪ Application of Adult learning principles