

Section 508 Leadership Core Competency Model

Role	Competency	Demonstrates	Activity
LEADER	<ul style="list-style-type: none"> • Decision making • Planning & Evaluation • Program Management • Conflict Management • Persuasion • Flexibility • Oral & written communication 	<ul style="list-style-type: none"> • Analytic, strategic & creative thinking • Knowledge of staff and contractor roles • Knowledge of agency processes, goals and priorities • Knowledge of electronic and information technology • Understanding of how to present a business case • Knowledge of agency resourcing and budgetary processes • Strategic and tactical planning 	<ul style="list-style-type: none"> • Establishes policies, processes, and programs to enable agency compliance with government laws and regulations. • Provides oversight and governance of agency compliance activities. • Establishes priorities to maximize achievement against compliance goals. • Manages compliance initiatives across all project management key process areas (e.g. planning, scope, schedule, cost, risk, quality, communications, procurement, human resource, and integration management). • Measures the effectiveness of program activities by establishing and monitoring performance metrics. • Maintains broad awareness of compliance program objectives, activities and progress through executive level briefings, training programs, and communication tools that support transparency. • Applies conflict resolution methods in organizational situations. • Uses consensus & negotiation coalition building skills to improve overall communication.
STRATEGIC PARTNER	<ul style="list-style-type: none"> • Organizational awareness • Problem solving • Customer Service • Collaboration • Team building • 	<ul style="list-style-type: none"> • Understanding of agency’s mission • Understanding of agency’s organizational culture • Understanding of agency businesses processes. • Understanding of how to change to improve efficiency and effectiveness. 	<ul style="list-style-type: none"> • Interacts with business partners and clients in a way that demonstrates concerns and problems are heard, builds confidence and trust. • Links Section 508 policies and programs to the organization’s mission & service outcomes. • Collaborates with agency partners to implement compliance program activities (for example: technology providers, operations and service delivery components procurement officials, Civil Rights and reasonable accommodation officials, human resource staff, communications and training groups, and legal staff). • Collaborates with acquisition teams to incorporate compliance requirements into market research, solicitations, technical evaluations, product selection, configuration and integration, and implementation support activities. • Collaborates with Section 508 coordinators across the federal government to promote a consistent approach to compliance activities.

Section 508 Leadership Core Competency Model

Role	Competency	Demonstrates	Activity
CHAMPION	<ul style="list-style-type: none"> • Flexibility • Teaching Others • Learning • Persuasion • Interpersonal skills • 	<ul style="list-style-type: none"> • Understanding of organization values and culture. • Understanding of how to promote diversity throughout the agency. • Ability to balance both agency resources and demands of stakeholders. • Ability to develop productive, collaborative relationships with internal and external stakeholders. 	<ul style="list-style-type: none"> • Understands and develops organizational responses to the real world needs of employees and members of the public who have disabilities. • Engages the disability community and advocacy groups to understand their needs and receive feedback on program activities and priorities. • Develops and presents business case justifications, and obtains organizational commitments of human capital and financial resources to implement policies. • Advocates and negotiates for improved technology accessibility and support with internal and external technology providers. • Assesses & balances competing values e.g., policies, resources & mission needs. • Builds trust relationships.
TECHNICAL EXPERT	<ul style="list-style-type: none"> • Technical competence • Problems solving & troubleshooting • Research • Analysis & evaluation • Risk Management • Attention to detail • Customer service • Consulting • Adjudication • 	<ul style="list-style-type: none"> • Understanding of Section 508 and related accessibility laws, regulations and standards and related agency policies and procedures. • Understanding of federal procurement laws, regulations, and related agency policies & procedures. • Understanding of electronic and information technology (EIT) or globally referred to as Information Communication Technology (ICT), principles of universal design, interoperability between EIT and assistive technology (AT), • Understanding of the development, procurement, and maintenance life cycles used to manage technology. 	<ul style="list-style-type: none"> • Interprets and applies Section 508 and related accessibility laws, regulations, and standards across a broad range of organizational activities and business operations, including the procurement, development, maintenance and use of technology. • Understands and conveys how assistive technologies and technology accessibility features support each type of disability (e.g. loss of vision, hearing, speech, mobility, and cognitive abilities). • Assesses compliance risks and develops mitigation plans. • Incorporates compliance requirements into agency technology life cycle processes (e.g. procurement, development, authoring, maintenance) • Incorporates compliance requirements into technology configuration, integration, and use in business operations. • Provides compliance guidance to support technology planning, design, development, testing, and implementation activities. • Validates compliance claims through expert evaluations and functional testing. • Evaluates and responds to informal and formal compliance complaints.

Section 508 Leadership Core Competency Model

Role	Competency	Demonstrates	Activity
CHANGE MANAGER	<ul style="list-style-type: none"> • Teamwork • Reasoning • Persuasion • Creative thinking • Marketing • Communications 	<ul style="list-style-type: none"> • Organizational development principles • Understanding of marketing and communication planning • Understanding of compliance program policies, processes, resources, and tools. • Understanding of team behavior • Understanding of how to change to improve efficiency and effectiveness. 	<ul style="list-style-type: none"> • Assesses the readiness for change & identifies appropriate change strategies to enable adoption of Section 508 compliance program priorities. • Designs & implements change processes and initiatives which enable progress against Section 508 compliance goals. • Applies innovative strategies including identifying and recommending solutions to various Section 508 compliance issues. • Uses consensus, consultation & negotiation/consensus building.