

## Quality Work Plan for Crew Leader – Arkansas Weatherization Assistance Program

<b>Quality Work Plan for Crew Leader – Arkansas Weatherization Assistance Program</b>					
<b>Content: A Job Task Analysis for a Crew Leader</b>				<b>Name</b>	
<b>Years of Experience in this Capacity</b>			<b>Education Level</b>		<b>Credentials</b>
<b>Definition</b>	A Crew Leader is responsible for supervising the retrofitting activities specified in the scope of work. He or she is responsible for interacting with the client plus managing personnel and materials on the job site in a safe and effective manner. The Crew Leader is responsible for quality control, testing procedures, documentation, and conducting a final walk through to ensure that all work is completed in a satisfactory manner.				
<b>Maturity Model Levels</b>					
<b>Domain 1:</b>	<b>Develop and/or Review the Work Order</b>			<b>Knowledge (K)</b>	<b>Ability (A)</b>
<b>TASK 1:</b> Identify and disperse necessary paperwork, (permits, releases, lead based paint EPA requirements, historic preservation, etc.)				✓ U.S.D.O.E. program regulations/policy and Environmental Protection Agency (EPA) guidelines for asbestos, lead, mold, and other health hazards.	✓ Select and use the appropriate Personal Protection Equipment for a particular task.
<b>TASK 2:</b> Read, evaluate and discuss with relevant others (auditor, coordinator, program manager, etc.) both audit and homeowner concerns.				✓ Material Safety Data Sheets	✓ Safely use basic hand and power tools
<b>TASK 3:</b> Develop strategy for corrective actions necessary to achieve goals.				✓ Occupational Safety and Health Act (OSHA) standards.	✓ Use a basic first aid kit to treat common job-site injuries
<b>TASK 4:</b> Develop production schedule for crews and subs.				✓ Ladder safety	✓ Work lead safe
<b>TRAINING PROVIDED</b>					
				✓ Fall protection	✓ Identify serious mold conditions
				✓ Personal Protective Equipment	✓ Assess work area safety hazards
				✓ Respiratory protection	✓ Use CPR, first aid and AED as required
				✓ Safe motor vehicle operation	✓ Read and interpret the audit report
				✓ Power-operated tools and machinery used on the job site	✓ Integrate information from multiple sources
				✓ Fire prevention	✓ Estimate time required to complete each component of the work scope
				✓ Permit-required confined spaces	✓ Sequence required tasks
<b>RATING</b>					
<b>KNOWLEDGE</b>		<b>SKILLS</b>		<b>ABILITIES</b>	
				✓ OSHA 30 Construction Safety Outreach Training	✓ Assess crew member and contractor capabilities
<b>Domain 2:</b>	<b>Identify materials and staffing needs</b>			✓ Other worker-related OSHA standards (e.g. scaffolding, aerial lifts)	✓ Estimate job and personnel requirements based on conditions
<b>TASK 1:</b> Identify skills sets of individuals necessary for job (i.e. crew and contractors).				✓ Federal, state and local codes, regulations and requirements	✓ Estimate amount of materials needed to complete job
<b>TASK 2:</b> Identify total hours and number of individuals necessary to safely complete the job.				✓ Building science (e.g. heat, moisture, pressure flow; ventilation; thermal and pressure boundary)	✓ Communicate at an appropriate level (e.g. technical to layman level, language barriers)
<b>TASK 3:</b> Identify, obtain and maintain tools, equipment and materials necessary to complete job.				✓ Building techniques and terminology (e.g. critical junctures, flooring systems, crawlspaces, roof framing, mechanical systems)	✓ Relate well with others in tactful and professional manner
<b>TASK 4:</b> Identify Personal Protective Equipment (PPE) for job.				✓ Building materials (e.g. dry wall, insulation, house wrap, windows)	✓ Conduct oneself in an ethical manner
<b>TRAINING PROVIDED</b>					

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RATING					
KNOWLEDGE		SKILLS		ABILITIES	
<b>Domain 3:</b>	<b>Develop plan to execute work order on site</b>				
<b>TASK 1:</b> Establish rapport and expectations with homeowner.					
<b>TASK 2:</b> Conduct interior and exterior visual home inspection review with crew in order to confirm with client the completion of any prerequisite work.					
<b>TASK 3:</b> Conduct interior and exterior visual home inspection review with crew in order to perform initial job site safety inspections.					
<b>TASK 4:</b> Conduct interior and exterior visual home inspection review with crew in order to develop site-specific safety plan to address any unsafe conditions and possible hazards and inform crew.					
<b>TASK 5:</b> Conduct interior and exterior visual home inspection review with crew in order to document pre-existing conditions (e.g. cracked windows, cracked ceiling and walls).					
<b>TASK 6:</b> Conduct interior and exterior visual home inspection review with crew in order to ensure work areas are accessible and scoped properly.					
<b>TASK 7:</b> Conduct interior and exterior visual home inspection review with crew in order to identify need for job change orders.					
<b>TASK 8:</b> Conduct interior and exterior visual home inspection review with crew in order to adjust work schedules as needed.					
<b>TASK 9:</b> Conduct informative walk through with homeowner to explain what crew will be doing and answer questions and concerns.					
<b>TASK 10:</b> Conduct informative walk through with homeowner to verify specific homeowner issues (allergies, valuable items, etc.).					
<b>TASK 11:</b> Conduct informative walk through with homeowner to obtain all necessary sign-offs before work begins.					
TRAINING PROVIDED					
RATING					
KNOWLEDGE		SKILLS		ABILITIES	
<b>Domain 4:</b>	<b>Prepare house to execute work order</b>				

- ✓ Retrofit techniques (e.g. air tightening, duct sealing, insulation)
- ✓ Install appropriate containment zones with best practices
- ✓ Perform and record all diagnostic procedures (e.g. blower door, manometer, duct blower, combustion analyzer)
- ✓ Assess skills and recommend additional formal training for crew and contractors
- ✓ Manage multiple operations and/or tasks on the job site
- ✓ Use construction math (e.g. measure and compute area, volume, circumference)
  
- ✓ What certifications are required for each job task
- ✓ Material inventory and availability
- ✓ Material performance
- ✓ All Activities being performed by crews and contractors on site

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**Task 1:** Protect interior/exterior of house (e.g. with drop cloths, poly, Tyvek booties, pressurization).

**Task 2:** Set up proper containment, if necessary.

**Task 3:** Test in (e.g. blower door, room to room pressure tests, IR scans, combustion appliance).

**Task 4:** Revise work order if necessary to reflect current conditions.

### TRAINING PROVIDED

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### RATING

<u>KNOWLEDGE</u>	<u>SKILLS</u>	<u>ABILITIES</u>

### Domain 5: Execute work order and manage project

**Task 1:** Monitor safety practices for employees, contractors and job sites.

**Task 2:** Communicate with and support crew to ensure job efficiency (e.g. unforeseen circumstances, materials and tools not originally specified).

**Task 3:** Document work progression and work order changes with photos and notes.

**Task 4:** Maintain quality control.

**Task 5:** Clean up containment zones as necessary.

**Task 6:** Communicate with homeowner as necessary.

**Task 7:** Monitor use of resources (e.g. materials, manpower).

**Task 8:** Verify that installers track and document material usage.

**Task 9:** Actively mentor crew (e.g. safety, work practices, professionalism).

**Task 10:** Monitor contractor for job site compliance.

**Task 11:** Conduct daily final walk through to verify that all components of that day's work scope have been completed and cleaned up appropriately.

### TRAINING PROVIDED

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### RATING

<u>KNOWLEDGE</u>	<u>SKILLS</u>	<u>ABILITIES</u>

### Domain 6: Job finalization activities

**Task 1:** Walk through to verify that all components of the work scope have been completed.

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<b>Task 2:</b> Test out (blower door, IR scans, worst case draft, combustion testing).				
<b>Task 3:</b> Complete clean up.				
<b>Task 4:</b> Final walk through with homeowner/responsible party.				
<b><u>TRAINING PROVIDED</u></b>				
<b><u>RATING</u></b>				
<b><u>KNOWLEDGE</u></b>		<b><u>SKILLS</u></b>		<b><u>ABILITIES</u></b>
<b>Domain 7:</b>	<b>Final Documentation</b>			
<b>Task 1:</b> Obtain homeowner/responsible party job completion sign off signatures.				
<b>Task 2:</b> Complete all final job documentation (e.g. materials, man hours, photos time sheets, certified renovator signatures, information for inspectors).				
<b><u>TRAINING PROVIDED</u></b>				
<b><u>RATING</u></b>				
<b><u>KNOWLEDGE</u></b>		<b><u>SKILLS</u></b>		<b><u>ABILITIES</u></b>

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CREW LEADER JTA	Names if Relevant																		
<p>How to Use This Form: Have workers rate their level of expertise in each of the task areas listed below.</p> <p>Use a scale of 1 – 10 where 10 indicates full proficiency and confidence they could pass a written and field exam on the topic and 1 equals no knowledge whatsoever.</p> <p>Average the self-evaluation scores to tailor trainings to prepare trainees for the HEP Crew Leader</p>	Potential Trainee A	Potential Trainee B	Potential Trainee C	Potential Trainee D	Potential Trainee E														AVERAGE
<b>Domain I: Develop and/or Review the Work Order</b>																			
Task 1: Identify and disperse necessary paperwork, (e.g., permits, releases, lead-based paint EPA requirements, historic preservation, etc.)																			
Task 2: Read, evaluate and discuss with relevant others (auditor, coordinator, program manager, etc.) both audit and homeowner concerns																			
Task 3: Develop strategy for corrective actions necessary to achieve goals																			
Task 4: Develop production schedule for crews and subs																			
<b>Domain II: Identify materials and staffing needs</b>																			
Task 1: Identify skill sets of individuals necessary for job (i.e., crew and contractors)																			
Task 2: Identify total hours and number of individuals necessary to safely complete the job																			
Task 3: Identify, obtain and maintain tools, equipment and materials necessary to complete job																			
Task 4: Identify Personal Protective Equipment (PPE) necessary for job																			
<b>Domain III: Develop plan to execute work order on site</b>																			
Task 1: Establish rapport and expectations with homeowner																			
Task 2: Conduct interior and exterior visual home inspection review with crew in order to confirm with client the completion of any prerequisite work																			
Task 3: Conduct interior and exterior visual home inspection review with crew in order to perform initial job site safety inspection																			
Task 4: Conduct interior and exterior visual home inspection review with crew in order to develop site-specific safety plan to address any unsafe conditions and possible hazards and inform crew																			
Task 5: Conduct interior and exterior visual home inspection review with crew in order to document pre-existing conditions (e.g., cracked window, cracked ceiling and walls)																			
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Task 9: Conduct informative walk through with homeowner to explain what crew will be doing and answer questions and concerns																			
Task 10: Conduct informative walk through with homeowner to verify specific homeowner issues (allergies, valuable items, etc.)																			
Task 11: Conduct informative walk through with homeowner to obtain all necessary signoffs before work begins																			

<b>Domain IV: Prepare house to execute work order</b>																				
Task 1: Protect interior/exterior of house (e.g., with drop cloths, poly, Tyvek booties, pressurization)																				
Task 2: Set up proper containment, if necessary																				
Task 3: Test in (e.g., blower door, room to room pressure tests, IR scans, combustion appliances)																				
Task 4: Revise work order if necessary to reflect current conditions																				
<b>Domain V: Execute work order and manage project</b>																				
Task 1: Monitor safety practices for employees, contractors and job site																				
Task 2: Communicate with and support crew to ensure job efficiency (e.g., unforeseen circumstances, materials and tools not originally specified)																				
Task 3: Document work progression and work order changes with photos and notes																				
Task 4: Maintain quality control																				
Task 5: Clean up containment zones as necessary																				
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Task 7: Monitor use of resources (e.g., materials, manpower)																				
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Task 9: Actively mentor crew (e.g., safety, work practices, professionalism)																				
Task 10: Monitor contractor for job site compliance																				
Task 11: Conduct daily final walk through to verify that all components of that day's work scope have been completed and clean up appropriately																				
<b>Domain VI: Job finalization activities</b>																				
Task 1: Walk through to verify that all components of the work scope have been completed																				
Task 2: Test out (e.g., blower door, IR scans, worst-case draft, combustion testing)																				
Task 3: Complete clean up																				
Task 4: Final walk through with homeowner/responsible party																				
<b>Domain VII: Final Documentation</b>																				
Task 1: Obtain homeowner/responsible party job-completion sign-off signature																				
Task 2: Complete all final job documentation (e.g., materials, man hours, photos, time sheets, certified renovator signatures, information for inspectors)																				