



STATE OF OREGON

Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
04/10/2026

Agency: Oregon Health Authority

Division: Oregon State Hospital

☒ New

☐ Revised

This position is:

☐ Classified

☐ Unclassified

☐ Executive Service

☐ Mgmt Svc – Supervisory

☒ Mgmt Svc – Managerial

☐ Mgmt Svc – Confidential

SECTION 1. POSITION INFORMATION

- a. Classification Title: Operations & Policy Analyst 30872
- b. Classification No: 0872 c. REPR Code: _____
WD#000000169362 (non-budgeted
misalignment tied to 27093)
- d. Position No: _____
- e. Working Title: OSH Diversity Liaison
- f. Agency No: 44300
- g. Section Title: Health Equity Support Services (HESS), OSH
- h. Employee Name: _____
- i. Work Location (City — County): Salem, Marion County
- j. Supervisor Name: Karina Smith
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☒ Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative ☐ Computer
☐ Non-Exempt
- m. Eligible for Overtime: ☐ Yes ☒ No

SECTION 2. PROGRAM AND POSITION INFORMATION

- a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

OHA values health equity, service excellence, integrity, leadership, partnership, innovation, and transparency. OHA's health equity definition is "Oregon will have established a health system that creates health equity when all people can reach their full potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other

socially determined circumstances. Achieving health equity requires the ongoing collaboration of all regions and sectors of the state, including tribal governments to address: the equitable distribution or redistribution of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities.

The Oregon State Hospital (OSH) Division is aligned with the Oregon Health Authority’s core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In our practice, these values are expressed through:

Service Excellence:

- Understanding and responding to Oregon public health needs and the people we serve
- Pursuing our commitment to innovation and science-based best practices
- Fostering a culture of continuous improvement

Leadership:

- Building agency-wide and community-wide opportunities for collaboration
- Championing public health expertise and best practices
- Creating opportunities for individual development and leadership

Integrity:

- Working honestly and ethically in our obligation to fulfill our public health mission
- Ensuring responsible stewardship in public health resources

Health Equity:

- Eliminating health disparities and working to attain the highest level of health for all people
- Ensuring the quality, affordability, and accessibility of health services for all Oregonians
- Integrating social justice, social determinants of health, diversity, and community

Partnership:

- Working with partners and communities to protect and promote the health of all Oregonians
- Seeking, learning from, and respecting internal and external ideas and opinions
- Exploring and defining the roles and responsibility of public health staff and partners

Innovation:

- We are not satisfied with the status quo if there are new and better ways to meet the needs of the people we serve. We bring creativity, experience, and openness to our search for solutions to problems. We pursue opportunities to develop new evidence to evolve our practices.

Transparency:

- We communicate honestly and openly, and our actions are upfront and visible. We provide open access to information and meaningful opportunities to provide input and participate in our decision-making.

Oregon State Hospital (OSH), overseen by the Oregon Health Authority, is a Joint Commission and Centers for Medicare and Medicaid Services (CMS) certified psychiatric hospital with campuses in Salem and Junction City. The division operates a 16-bed Secure Residential Treatment Facility (SRTF) in Pendleton. OSH is OHA's largest division, employing more than 2,900 staff and serving over 1,800 people annually.

OSH provides evidence based, patient centered psychiatric treatment to a clinically complex population in a safe, therapeutic environment. Within this setting employees are expected to collaborate effectively, demonstrate empathy, and conduct themselves professionally while upholding the hospital's recovery focused mission.

Every position supports OSH's vision to inspire hope, promote safety, and support recovery for all.

Section/unit description:

Health Equity Support Services (HESS)

The HESS department provides resources to create a framework and internal infrastructure for equity and inclusion work in alignment with the Equity and Inclusion (E&I) Division, OHA's transformation strategies, and needs identified by community partners who are invested in a shared goal of excellence and equity in patient and staff well-being. The HESS unit is dedicated to building an infrastructure that supports culture change necessary for meeting the goals of eliminating health inequities and the provision of national CLAS standards of care. The department strives to recognize, reconcile, and rectify historical and contemporary injustices for patients and staff. The department achieves its goals by:

- Prioritize the known needs and requests from OSH staff to have resources, training, and assistance to respond microaggressions, biases, and inequities that they experience at OSH, including in patient settings
- Increase consistent practice of strategies related to equitable hiring, recruitment, professional development, and retention of a diverse workforce that reflects the diversity of the patients;
- experienced professionals to help OSH direct patient care staff, treatment teams, managers and leadership navigate the intersection of equity and mental health;
- Provide dedicated resource to support staff provide patient-specific cultural, linguistic, and identity affirming needs;
- Provide workforce training related to equity, inclusion, diversity, anti-racism, and social determinants of health specific to needs and environment of OSH;
- Provide ongoing consultation and training for OSH staff to understand and integrate equity in day-to-day work;
- Identifying and developing resources related to practicing culturally and linguistically responsive treatment services;
- Promote equitable hiring, recruitment, professional development, and retention of a diverse workforce that reflects the diversity of the patients;

- Develop staff support services that are responsive to the diversity of the workforce and promote resilience and healing; and
- Provide consultation to professionals who are skilled in working with frontline staff, patients, and managers to create inclusive and welcoming units. This would include policy and practice implementation, provision of culturally and linguistically responsive and trauma-informed services, service quality improvement initiatives, and staff training for working with diverse populations

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

The OSH Diversity Liaison's primary purpose is to provide consultative advice on the facilitation and implementation of OHA's equity programs, policies, and initiatives including but not limited to the OHA strategic plan and the agency's strategic goal to eliminate health inequities in Oregon by 2030. This position will develop and implement plans, policies, and procedures to integrate culturally and linguistically responsive support and services to be used by OSH direct patient-care staff in their work with patients to provide culturally- and linguistically responsive care. This position directly supports the implementation of OHA's goal to provide interdisciplinary staff with training, support and tools to partner with staff and patients and recognize, rectify, and reconcile the racism and other forms of discrimination and oppression that undermine the health, wellbeing, and opportunities of OSH staff and patients. This position will support interdisciplinary teams, peer support specialists, nursing management and OSH leadership to better respond to staff and patients' cultural and linguistic needs. This position will identify and provide recommendations to address the cultural challenges and barriers OSH staff and patients experience at Oregon State Hospital. This position will be a subject matter expert in the implementation of culturally- and linguistically responsive care and integrating equity, and in building an organization that effectively meets the needs of OSH staff to work with all patients including patients from backgrounds and cultures that have been most harmed by historical and contemporary inequities.

The OSH Diversity Liaison will assess culturally appropriate best practices, patient demographic data and evaluate current treatment services to determine and implement culturally appropriate policies and practices that are consistent with state and federal requirements. The OSH Diversity Liaison also coordinates with the OSH community including SLT to develop and improve data collection methods, engage with staff, and to develop recommendations in collaboration with the HESS RA3 and OSH's data team. This position also coordinates OSH's implementation of various laws and regulations such as Section 1557 of the Affordable Care Act, and SAMHSA Tip 59 in conjunction with other OSH programs and personnel. The Diversity Liaison uses their expertise to educate and provide consultative advice to the Program Executive Team (PET) and Interdisciplinary Team (IDT) on culturally- and linguistically- appropriate care to reduce barriers to engagement in treatment and discharge. The Diversity Liaison will facilitate removal of such barriers by partnering with direct-patient care staff and with patients from indigenous, ethnically, culturally or linguistically diverse backgrounds, as appropriate. This position will also partner with the IDT to frame treatment approaches that are culturally and linguistically appropriate and responsive. The Diversity Liaison works with internal and external OSH and OHA committees to promote diversity, inclusion and health equity, and provides technical assistance to OSH's various programs and departments and treatment teams.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

% of Time	N/R/NC	E/NE	DUTIES
35%	N	E	<ul style="list-style-type: none"> Project Management <p>Leads OHA’s diversity, inclusion and affirmative action programs, initiatives and obligations in collaboration with the OHA E&I Diversity Coordinator:</p> <ul style="list-style-type: none"> - Plans the HESS training and implementation improvement projects. Identifies training and implementation needs and required resources. - Identifies potential risks such as accessibility issues, staff capacity, technological resources, and designs strategies to mitigate impact. - Lead and plans the implementation of training and development opportunities and diversity events that promote cultural competence and culturally appropriate and responsive care in partnership with Learning & Development department and HESS Learning Specialists. - Recommend changes to training and implementation plans and recommends alternatives based upon staff and patient needs, budget limitations and other unforeseen circumstances. - Collaborate with training contractors, assess staff training availability and ensure allocated hours are met based on contract agreement. - Assists treatment malls, PET, IDTs, the Education Department, and other OSH departments with developing and deploying clinical content, training and resources that support OSH patients and staff understanding of diversity, equity, cultural competence and culturally appropriate care.
20%	N	E	<ul style="list-style-type: none"> Operational Research & Evaluation <p>Designs, develops and coordinates the implementation of hospital-wide cultural competence and diversity policies and processes, with measurable goals and objectives that align with OHA’s programs and federal and state requirements.</p> <ul style="list-style-type: none"> - Leads regular meetings with the Office of Equity and Inclusion, hospital administration, and hospital departments to manage implementation process of policies and processes and staff training. - Identify measurable impact metrics including staff engagement, shift attendance, staff-to-staff interactions, training implementation outcomes and other relevant metrics related to staff retention. -

			<p>Identify measurable impact metrics including patient engagement, patient-to-staff interactions, patient-to-patient interactions, and accurate equitable treatment outcomes.</p> <ul style="list-style-type: none"> - Develop and implement metrics tracking system, develop and manage data collection methods and surveys, and analyze treatment effectiveness in alignment with OSH's cultural competence and equity goals. - Analyze cultural and linguistic inequities identified from research, and identify impacts on patients and staff interactions, treatment success, and staff retention. Recommend policy and operational changes that reflect staff and patient cultural and linguistic needs. - Research local and national culturally competent best practices for providing services to vulnerable Oregonians in psychiatric hospitals. Review peer reviewed articles, journals, and other research to gather evidence-based research for implementation. Participates in communities of practices with similar institutions across the nation. - Provide diversity, equity and inclusion consultation and technical assistance to HR Analysts, OHA Managers, Supervisors and staff and to partners in the external health system. - Develop, deliver, and coordinate training and education curriculum regarding OHA DEI initiatives and federal and state requirements to OSH employees, volunteers, and contractors. - Consults with diversity committees and OSH managers to implement inclusive environment assessments and cultural-related resources and events. - Conduct research and report on diversity and inclusion strategies, recruitment and retention strategies, and culturally appropriate care strategies for the agency website, newsletters and other publications. - Evaluate patient Treatment Care Plans to include culturally appropriate care practices and develop short- and long-term plans to address specific treatment issues or gaps. - Consult with Interdisciplinary Teams to ensure that culturally appropriate care practices are included in the coordination of care upon discharge from Oregon State Hospital.
25%	N	E	<ul style="list-style-type: none"> • Policy Analysis <ul style="list-style-type: none"> - Evaluate current OSH policies to identify gaps related to equity and evidenced-based practices, standards, and knowledge. - Develop policy recommendations to address gaps and issues such as inappropriate behaviors related to protected classes, diversity, equity, and cultural competency. - Research in collaboration with others on the HESS team current trends and provides consultative advice on relevant state

			<p>and OHA policies and practices, state and federal requirements, accreditation requirements and best practices related to diversity, equity and cultural competency.</p> <ul style="list-style-type: none"> - Provides consultation to the Program Executive Team (PET) to ensure treatment practices are in compliance with State and Federal requirements related to addressing cultural competence and diversity issues and to promote improvement. - Reviews and monitors related administrative rules, policies, procedures and practices to ensure cultural competence and diversity issues are addressed and consistent with OHA and E&I processes and state and federal requirements. - Analyze policy proposals related to diversity, equity, and culturally and linguistically appropriate requirements and recommend agency action. - Interpret and explain agency and hospital policy and rules to staff and management.
15%	N	E	<ul style="list-style-type: none"> • Legislative Coordination <ul style="list-style-type: none"> - Coordinates OSH implementation of laws and regulations concerning diversity, equity and cultural competence (e.g., Section 1557 of the ACA, SAMHSA Tip 59). - Evaluate legislation affecting agency programs for staff, patient and other programmatic impact. - Research and prepare background information to develop policy option packages related legislative changes for OSH leadership, HESS Management, and the Equity & Inclusion Division. - Synthesize legislation and regulations into program goals, actions and service plans.
5%	N	E	Miscellaneous duties as assigned.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

This position requires the incumbent to work a professional work week where the hours of work fluctuate on a daily and weekly basis. It is subject to fluctuating workloads and priorities with highly complex, sensitive and/or political issues. Work environment is typically completed in an open office with cubicle workstations. Work may also occur on OSH patient areas. There may be exposure to people involved in challenging situations involving employees, patients, other agency representatives, family members, and members of the public. Safety and support considerations include contact with people experiencing altered mental or emotional states or both who may act out verbally or physically in an attempt to establish personal safety. Incidental local and in-state travel is required, and incumbent must have a valid driver's license or alternative transportation. Incumbent may spend time

at the OSH-Junction City hospital and E&I's office in Portland as needed. Office duty site is the OSH-Salem hospital. This position is primarily onsite (three to five days per week), with in-office work required. Remote work is possible based on mutual agreement and coordination with HESS Manager. Occasional in-state travel may be required to attend meetings, trainings, and conferences. This position regularly works with groups comprised of people with diverse experiences, identities, and perspectives.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

OHA Affirmative Action Plan, Discrimination and Harassment Free Workplace Policy, OHA Diversity Recruitment Policy and Procedures, Reasonable Accommodation Policy and Procedures, NonDiscrimination Policy for the Public, Diversity and Inclusion Strategic Plans, OHA Standards and Guidelines for Cultural Competency and Gender Specific Services, Office of Equity and Inclusion Desk Reference Manual, federal, state, and local laws, State of Oregon Administrative Rules Page 7 OHA0105 7/11 (OARs), Guidelines relating to care and treatment of mentally ill, emotionally ill, and emotionally disturbed persons, accrediting guidelines/standards (i.e., Joint Commission and CMS)

b. How are these guidelines used?

Established guidelines are used on a daily basis to provide guidance when issues and/or complaints arise and to develop and implement practices to improve OHA and OSH processes and ensure compliance with agency, state, federal and accreditation requirements.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact? When applicable, please identify contacts that might be virtual/in-person, or both.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Who Contacted	How	Purpose	How Often?
Health Equity Support Services Manager	Phone/Email/Person	Confer, provide support, discuss dept issues and disseminate information	Daily
OSH Superintendent & Deputy Superintendent	Phone/Email/Person	Confer, provide support, discuss dept issues and disseminate information	As Needed
Chief Medical Officer	Phone/Email/Person	Confer, provide support, discuss dept issues and disseminate information	As Needed
OSH Program Directors	Phone/Email/Person	Confer, provide support, discuss dept issues and disseminate information	Daily/weekly

Other OSH Admin	Phone/Email/Person	Confer, provide support, discuss dept issues and disseminate information	As Needed
County Mental Health Departments	Phone/Email/Person	Confer, provide support, discuss dept issues and disseminate information	As Needed
Community-based and advocacy Organizations	Phone/Email/Person	Confer, provide support, discuss dept issues and disseminate information	As Needed
OHA managers & staff	Phone/Email/Person	Confer, provide support, discuss dept issues and disseminate information	As Needed
Civil Rights Learning & Inclusion Section	Phone/Email/Person	Confer, provide support, discuss dept issues and disseminate information	As Needed

SECTION 7. POSITION-RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Advises managers, employees, community and statewide partners in the health system on wide scope of diversity and inclusion best practices. Makes decisions on the development of cultural assessments and feedback surveys, which impact metrics to collect, methods of dissemination, methods of analysis, and what changes in practices to address and implement. Makes decisions on the curation of resources to implement and develop curriculum and learning development opportunities for staff. Makes decisions on staff training and implementation planning efforts. Makes decisions on the policies to evaluate, makes decisions on gaps and issues to address, and on relevant trends or research to incorporate into OSH policies practices. Makes decisions on selection of committee participants based on the reflection of the staff population. Makes decisions on the information, best practices, and recommendations to bring to management and OSH leadership. Provides assistance, diversity development and cultural competency consultation to HR Analysts, OHA managers, supervisors and staff including OSH direct patient-care staff and OSH leadership, and statewide partners in health system transformation. Leads the final discussion and decision making of diversity and cultural competence activities in collaboration with OSH leadership. The effect of these decisions will help make OHA, OSH and the state health system a more inclusive and dynamic environment for all employees, OHP members and health systems participants to thrive and will assist OHA to fulfill its mission and value related to health equity throughout the state. Failure to make appropriate decisions will impact staff engagement, staff retention, staff cultural competency and awareness, and prevents OHA from meeting agency goals to build internal capacity and commitment to eliminate health inequities.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Classification Title	Position Number	How	How Often	Purpose of Review
Health Equity Support Services Manager (DEIM2)	000000161371	Meetings, email, phone, and occasionally in person	As needed	Consultation, guidance, and feedback on work products.

SECTION 9. OVERSIGHT FUNCTIONS *(Supervisory positions only)*

a. How many employees are directly supervised by this position?

0

How many employees are supervised through a subordinate

0

b. Which of the following activities does this position do?

- | | |
|--|---|
| ☐ Plan work | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☐ Responds to grievances | ☐ Gives input for performance evaluations |
| ☐ Disciplines and rewards | ☐ Prepares and signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification.

All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.

The person in this position must have excellent communication skills to be able to communicate effectively with OHA staff, OSH patients and family members, County Health Departments, Community-based organizations and advocacy groups, and other public or private entities of the organization. The position also requires the knowledge, skill and demonstrated ability to successfully work with individuals from diverse backgrounds including people who are experiencing significant mental or behavioral health issues. Bilingual language skills preferred, including American Sign Language (ASL).

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Operating Area	Biennial Amount (\$00,000.00)	Fund Type

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date