



**STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION**

Position Revised Date:
8/31/2026

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: Security Operations Manager 2
- b. Classification No: X7774 c. REPR Code: MMS
- d. Position No: WD: 000000033411; PPDB: 2401046
- e. Working Title: Security Operations Manager 2
- f. Agency No: 44300
- g. Section Title: CFO/COO--Site Operations
- h. Employee Name: _____
- i. Work Location (City — County): Salem — Marion
- j. Supervisor Name: Scott Jeter
- 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.

- 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 primary purpose of the Security Operations Manager 2 is to ensure the safety and security of staff, patients and visitors by managing the OSH Salem Security, Access Control, Patient Movement, and Reception Center programs. This position plans, organizes and manages these functions at the Oregon State Hospital Salem Campus, a 24/7 secured facility with the capacity to serve up to 559 patients.

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
60 %		E	Leadership and Management - Develops and executes strategic objectives for OSH Salem Security, Reception, and Access Control programs in alignment with hospital-wide goals. - Oversees and directs the work of the Salem Security Operations Supervisors. - Provides leadership and direction to standardize and maintain consistent security, access control, and reception protocols across the Salem campus and the Junction City Reception Center to ensure uniform, safe, and reliable service delivery.

			• Models and reinforces departmental core values of Professionalism, Service and Excellence ensuring all persons are treated with dignity and respect. • Collaborates with the Director of Security and the Junction City Security Operations Manager to develop quality systems that promote efficiency, exceptional service delivery, and the safety and security of staff, patients, and visitors. • Coordinates with the Junction City Security Operations Manager to develop and enforce hospital-wide and department policies and protocols. • Conducts periodic program assessments to evaluate effectiveness and realign priorities, as needed, to ensure department objectives are accomplished. • Partners with the Junction City Security Operations Manager to develop initial and long-term security plans, develop policies, procedures, rules and regulations in support of the Security Department. • Oversees the development and continuous improvement of professional staff on the OSH Salem campus, providing security and access control services to patients and staff.
20%		E	Administrative Operations • Partners with the Director of Security, the OSH Junction City Security Operations Manager, and the Business Analyst team to generate budget and resource projections for the biennium, and track expenditures to ensure adherence to budgets. • Develops and oversees training of new security staff for familiarization of the hospital. • Collaborates on the initial development of emergency response plans in conjunction with the OSH Junction City Security Operations Manager and Safety Department. • Assists with the management of security and safety related contracts and procurement of staff assuring compliance with applicable state and federal laws, rules and regulations, The Joint Commission requirements, and fire/life safety. • Plans, assigns, approves work; responds to grievances, administers discipline, recruiting and hiring, and completes performance check ins/appraisals for Security Supervisors. • Oversees decision making of the interpretation of statutes, rules, procedures, contractual liability issues, and contracting vs. hiring questions around hospital safety and security in support of patient care.

			- Assists with establishment of service and performance standards in consultation with the Director of Security and hospital administrators. - Establishes and implements mechanisms to routinely collect customer feedback to improve service delivery.
10%		E	Internal Assistance - Supports the Director of Security in establishing goals and objectives for the Security Department and creates measures of success jointly with customers and staff. - Supports and participates in the reporting, investigation, and prosecution of criminal activity. - Provides consultation and guidance to department and hospital leadership to determine innovative, cost-effective, and judicious approaches that meet the department's needs in providing security and Patient Movement services.
10%		E	External Assistance - Support other departments in establishing a safe and secure work environment for patients, staff, visitors, and volunteers. - Reviews and approves or denies visitor applications to ensure the safety of patients, staff and the facility. - Leads and supports emergency response activities both inside and outside of the hospital building; including notifying appropriate response persons and escorting them to the emergency locations.
As needed			Additional Duties - Performs other duties and activities as assigned by the Director of Security. - Travel between Salem and Junction City campuses and to external partner (off-site) meetings. - Exercises full operational authority for the OSH Salem Security Department in the absence of the Director of Security.
Ongoing	NC	NE	Customer Service - Consistently treats customers, collaborators, partners, vendors and co-workers with dignity and respect. - Maintains a work environment that is respectful and accepts diversity. - Models expected professional behaviors at all times.
Ongoing	NC	NE	 Cultural Competency and Diversity

			• Consistently treats consumers and co-workers with dignity and respect. • Demonstrates recognition and appreciation of the value of individual and cultural differences. • Assures that service delivery is provided in a culturally competent way, assures that printed materials are available in different languages as needed and/or in an alternate format, and bilingual services are available and facilities accessible for all consumers.
Ongoing	NC	NE	Core Values • As an employee of OSH, demonstrates awareness, understanding, and alignment in service delivery with the OHA Core Values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. •

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.

Frequent contact with family members, members of the general public, and psychiatric patients in an institutional or hospital setting who may become angry, hostile and/or violent.

Frequent travel to both the Salem and Junction City campuses.

May be exposed to inclement weather conditions.

May be exposed to communicable disease.

May be exposed to dangerous substances.

This position works a professional work week and the incumbent's flexibility to this work schedule is considered a condition of employment. It is understood that the hours of work may vary from day to day, week to week.

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.**

Federal and state laws governing care and treatment of persons receiving psychiatric care and treatment.

Joint Commission standards for inpatient psychiatric hospital services and residential treatment services.

Hospital and state licensing standards for inpatient services and residential services.

Oregon Revised Statutes pertaining to criminal offenses.

Oregon Administrative Rules for Addictions and Mental Health Division and DD Services Division and Psychiatric Security Review Board (PSRB) pertaining to management and treatment for patients.

OSH/DHS/OHA Policies and Protocols.

Security Department Policies and Procedures and Post Orders.

Facility Requirements: State Fire Marshal's Office, Building Codes, Oregon OSHA, Environment of Care.

- b. **How are these guidelines used?**

Provides a general framework for program management and development. Requires interpretation and development of practical applications of quality standards. Provides interpretation of laws and policies as they apply to employees, patients, families, visitors and the public. Knowledge of these is used to meet hospital compliance to policies, procedures, codes, rules, laws, and standards.

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?
Patients	Telephone / In person / Written	Information / Direction	Daily
Advocates	Telephone / In person / Written	Information / Direction	Daily
Families/Interested Parties	Telephone / In person / Written	Information / Direction	Daily

Other Staff Agencies	Telephone / In person / Written	Information / Direction	Daily
Law Enforcement Agencies	Telephone / In person / Written	Information / Direction	Daily
Operations Staff	Telephone / In person / Written	Information / Direction	Daily
Vendors and Contractors	Telephone / In person / Written	Information / Direction	Daily

SECTION 7. POSITION-RELATED DECISION MAKING

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

Effectively interpret, support, and participate in complying with all policies and procedures, rules and regulations, codes, laws, and standards. Inability may result in fines, loss in funding, and hospital closure. Effectively recommends disciplinary actions, grievance resolutions, and policy and procedure revisions. Decisions may adversely impact employees and/or the agency, with consequences ranging from poor morale to expensive litigation and/or settlements. Decisions may have financial impact on agency budget and public image.

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
Security Operations Manager 3	000000024467	Phone / In person / other methods (email / memo), regular confers, staff meetings, customer feedback, employee feedback and observation	Daily, Weekly, Annually	Consultation on work progress as appropriate, discuss problem-solving as needed, assures appropriate decisions; quarterly check-ins

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

- a. How many employees are directly supervised by this position? 8
- How many employees are supervised through a subordinate 132

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.

Must be able to obtain and maintain access to FBI Criminal Justice Information Service systems, which is determined through a national Fingerprint based Criminal History Record check.

Must be able to be certified and maintain certification at the inquiry and entry levels for the Law Enforcement Data System terminal.

Must have an acceptable driving record and valid driver's license from state of residency and meet requirements of insurability for DHS/OHA.

Demonstrated competency in both written and verbal communications, necessary to the performance of all areas of work.

Must be able to operate a computer and be willing to learn new technology as required.

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
Delegated signature authority on file		

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