**CLASS SERIES CONCEPT AND ACCOUNTABILITIES**

The Medical Health Services Manager plans, organizes, and manages the operations of a healthcare system within a department or region of a State institution. Positions provide clinical supervision and manage medical, dental, and specialty care services provided by clinical professionals.

**TYPICAL JOB DUTIES**

Execute the policies and goals through the management of operations, people, and their work. Provide direct supervision and management over agency staff, lower-level managers, and/or supervisors.

Organize and assign work activities and projects, manage programs, monitor workflow, and review and evaluate work products, methods, and procedures. Participate in strategic planning.

Evaluate current business processes and systems, implement procedures and systems to maximize operating efficiency and to establish and maintain controls. Develop and implement short and long-range strategies and goals for the development of the medical program.

May assist in the preparation of the division budget and participate in forecasting additional funds needed for staffing, equipment, materials, and supplies. Implement and monitor work plans and the budget to achieve division/program goals and performance measures. Monitor performance against the division/program budget.

Provide specialized information, analysis, interpretation or application of laws, rules, policies, procedures, or program requirements. Develop or recommend laws, rules, policies, or procedures to address emerging trends. Develop and deliver legislative testimony.

Direct the day-to-day health care operations and access to triage, medical and dental health clinics, diagnostic produces, medication administration, diagnostic procedures, emergency services, hospitalizations, infirmary care, hospice care, operation of sick call, acquisition of specialty services, emergency services, hospitalizations, medical related transfers, and medical records.

Plan and implement acceptable service delivery levels and a continuous quality improvement program. Evaluate medical audits and statistical data to establish acceptable service and delivery levels and develop corrective action plan.

Collaborate with community partners and county, state, and federal officials on medical issues impacting institution operations or patient outcomes.

The accountabilities and job duties are characteristic of the type and level of work associated with these classes. Individual positions may do all or some combination of the accountabilities and job duties listed, as well as other related responsibilities.

**DISTINGUISHING FEATURES**

This is a three-level classification series.

Managers make recommendations and execute strategic objectives and plans set forth by administrators and agency leadership. Managers are accountable for the operational planning and preparation of short-term (one- to three-year) plans specific to a division or group of related divisions. Managers develop operational plans of what will be focused on and how to reach the objective. Managers make recommendations to administrators with regard to the strategic plans or policy development.

**Manager 3**

Positions at this level manage resources and operations and achieve outcomes through the management of mid to lower-level managers, supervisors, or a team of mid to upper-level professionals to ensure the delivery of services internally or externally. Typically manages a unit that represents a considerable part of the agency’s total operations. Typically manages a broad, diverse group of functions. Operations are defined by statute, grant, and agency policy. At this level, incumbents have latitude to change the scope of operations and recommend changes to policies and procedures.

**Manager 2**

Positions at this level manage resources and operations and achieve outcomes through the management of lower-level managers, supervisors, or a team of mid-level professionals to ensure delivery of services. Managers at this level generally supervise one related function within the agency but may supervise multiple. The units supervised may perform separate functions but are generally related and in a similar job family. Typically manages a unit that represents a moderate part of the agency’s total operations. Operates within objectives that are set by clearly defined policy, and the incumbent has moderate latitude to change the scope of operations.

**Manager 1**

Positions at this level transition from the primary function of day-to-day supervision of staff and have the added accountability of program management. Positions at this level manage resources and the work of first-line supervisors, technical, paraprofessional, and lower-level professional employees to ensure the delivery of services. Positions operate within variable but defined procedures and/or clearly defined policies**.**

**EXPERIENCE AND EDUCATION**

**Manager 3**

Seven years of supervision, management, or progressively related experience; OR four years of related experience and a bachelor’s degree in a related field.

**Manager 2**

Six years of supervision, management, or progressively related experience; OR three years of related experience and a bachelor’s degree in a related field.

**Manager 1**

Five years of lead work, supervision, or progressively related experience; OR two years of related experience and a bachelor’s degree in a related field.

**ENTERPRISE COMPETENCIES**

Oregon State Government has established a set of enterprise-wide values and competencies to inform what characteristics and behaviors to seek in managers.

Managers should have a proficiency of proficient-level to advanced-level for the enterprise competencies below:

**•** Communication

• Innovation

• Intentional Engagement

• Mentoring and Developing People

• Stewardship

• Business Acumen

For more information on the enterprise competencies and proficiency levels visit https://www.oregon.gov/das/HR/Documents/mgr\_comp.pdf.

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Adopted: