



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
11/14/2025

This position is:

- Classified
Unclassified
Executive Service
Mgmt Svc - Supervisory
Mgmt Svc - Managerial
Mgmt Svc - Confidential

Agency: Oregon Board of Licensed Social Workers
Compliance Section

New Revised

SECTION 1. POSITION INFORMATION

Form fields for Section 1: a. Classification Title: Investigator 2; b. Classification No.; c. Effective Date: 11/14/2025; d. Position No.; e. Working Title: Investigator; f. Agency No.; g. Section Title: Compliance; h. Budget Auth No.; i. Employee Name; j. Repr. Code; k. Work Location (City - County): Salem, OR, Marion County; l. Supervisor Name (Optional): Raymond Miller; m. Position: Permanent, Full-Time; n. FLSA: Non-Exempt; o. Eligible for Overtime: Yes

SECTION 2. PROGRAM AND POSITION INFORMATION

Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission. The State Board of Licensed Social workers was created in 1979 by the Legislature and is authorized by ORS 675.510 - 675.600. The Board of Licensed Social Workers (Board) is statutorily responsible for protecting the citizens of Oregon through the regulation of social workers. This is accomplished by setting policy, establishing standards of practice and ethical conduct, establishing standards for certification and licensure, including renewals, and monitoring continuing education requirements. The Board is comprised of seven members, appointed by the Governor, and confirmed by the Senate. Three members must be licensed clinical social workers, one must hold one of the other three licenses, and the other three must be members of the public and not be licensed social workers.

The Board licenses and regulates approximately 10,000 social workers. The Boards licensure program covers two clinical licenses (CSWA and LCSW), and two non-clinical license types (LMSW and RBSW). The Board's compliance program covers cases alleging the unlicensed practice of clinical social work and violations of the professional standards for social workers. The Board's responsibilities and functions are administered by a staff of eight.

This position works under the direction of the Executive Director to investigate allegations of impaired or unethical social work practice, unlicensed practice, and other complaints regarding licensed professional social workers.

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 this position is to support the agency’s regulatory and compliance function by investigating suspected violations of Oregon statute and administrative rules and reviewing the background of licensure applicants prior to their approval by the Board. The Investigator 2 conducts criminal background checks of applicants, responds to public and board-initiated complaints by conducting thorough investigations; provides information and technical assistance, conducts compliance audits and initiates investigations from audits, and otherwise promotes and enforces compliance with regulations that have been adopted by the legislature and Board to protect the public health, safety and welfare of Oregonians.

The incumbent is expected to perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; engaging in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations; developing good working relationships with agency staff and supervisors through active participation in cross-divisional group projects and in identifying and resolving problems in a constructive, collaborative manner; demonstrating openness to constructive feedback and suggestions, in an effort to strengthen work performance, and contribute to a positive, respectful and productive work atmosphere.

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.

% of Time	N/R/NC	E/NE	DUTIES
75	R	E	<p>CONDUCTING INVESTIGATIONS</p> <ul style="list-style-type: none"> • Conducts detailed, comprehensive investigations of violations Board laws, rules and policy requirements. Determine eligibility of licensure by investigating applicants/ licensees/ certificate-holders who are suspected of Board law or rule violations. • Receives investigation referrals and supporting documentation for complaints alleging ethical violations, impairment, or title violations, and request for investigations of licensure applications or renewals. Apply governing statutes, administrative rules, policies and procedures to the situation. • Develop investigatory plan including the identification of principals and witnesses to be interviewed and the records to be examined. Investigates complaints by researching, gathering and analyzing information and conditions, including interviews with respondents, complainants and other relevant witnesses. • Evaluate and prioritize cases, using factual indicators determined by the Board, to identify the severity of the alleged complaint and level of risk to public safety. Tracking and monitoring cases to ensure accurate status and timely resolution.

		<ul style="list-style-type: none"> • Notify the Executive Director of high-risk cases immediately as appropriate. • Plan and conduct fact finding of cases according to the basic rules of evidence. Interview applicants by email, in person, telephone, mail, behavioral observation. Evidence collected includes explanation statements, police and court documents, chemical dependency and mental health evaluations, DHS reports, other government agency report, discipline documentation from national databases, personnel files, timecards & training files, financial statements, etc. • Review LEDS Reports (Criminal History information from OSP and or FBI) and determine if a NPA violation has occurred. Document all findings in the case file and in the CRM database. Gather and preserve evidence by contacting law enforcement agencies and courts involved in the adjudication of the offense(s). • Evaluate complaints alleging Board law or rule violations. Investigate Complainant information, complaint dispositions, hearings and appeals records, audio tapes, suspension and revocation information, and related correspondence and documentation. • Initiate contact with applicants, licensees, and certificate-holders under investigation (via email, mail or phone) explaining the rules/policies/and the investigation process affecting their rights, next steps, and possible Board actions. • Analyze the responses of those under investigation and prepare for interviews ensuring thorough knowledge and insight into the individual. • Identify and consult with other case contacts for further pertinent information (e.g. agencies, facilities, employers, peers, law enforcement, and courts). • Locate, obtain, and preserve evidence received (e.g. written, digital, audio, and or video documentation, and records) and, if warranted, requesting laboratory testing (e.g. UA) or fingerprinting of those under investigation for further pertinent information. • Direct the preparation of subpoenas to obtain pertinent background information to be used before the Board or in a civil or court hearing (e.g. criminal and/or civil documents, police reports, financial, medical records, employment history and/or records/evidence). • Construct and chronologically organize complex records and documents into separate and distinct issues arising in the course of the investigation to determine the need to expand the scope of the investigation. Decide when information and evidence obtained is sufficient. • Consult with Executive Director regarding program or system deficiencies discovered in the course of the investigation requiring clarification or possible resolution. • Analyze and evaluate the credibility of all evidence/documentation received to determine if any state laws have been violated and whether the allegation is under the Board's jurisdiction or that of another agency.
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			<ul style="list-style-type: none"> • Determine if there is sufficient evidence for the Board to make a finding. Recommend closing of the case and prepare for Board Meeting. • Prepare comprehensive investigation reports describing the facts and circumstances of the investigation in a manner that enables the Board to decide if violations occurred. Collaborates with local law enforcement and other officials to solve potential conflicts or misrepresentation of regulations. • Attend monthly Board meetings and answer questions from Board members regarding cases under review. When further information is requested, cases are “pulled” and re-submitted to the Board for additional review once additional information is obtained.
10	R	E	<ul style="list-style-type: none"> • Maintains appropriate filing system for cases. Logs cases and their resolution in the Board’s database and case index. • File documents in agency files; set up and prepare files for new compliance cases, pursuant to agency protocols and state document retention guidelines; enter and track case-related information in the Board’s database and other agency tracking systems; and assist with high-level special compliance related projects.
5	R	E	<p>Technical Assistance, Information and Education Duties</p> <ul style="list-style-type: none"> • Identify and interpret laws, rules or policies that may have been violated to document and summarize incidences of noncompliance; and compile reports to enable the Board to determine trends in licensee noncompliance with Board laws and rules. • Provide agency staff, Board, licensees and applicants with information and technical assistance. Explains agency services, rules, policies, procedures, and statutes to the public during investigative contacts. • Respond to inquiries from licensees, the general public and others with an interest in the regulation of speech-language pathology & audiology and the Board's activities. • Conduct research and studies as needed to provide input to the Board regarding rules and compliance.
5	R	E	<p>Prepares case files for hearing.</p> <ul style="list-style-type: none"> • Prepares investigations for presentation during executive session of the Board Present cases and investigation reports at Board

			meetings. Testify at administrative hearings and court proceedings, to explain conduct and conclusions of investigation.
5	R	NE	<p>Other duties may include:</p> <ul style="list-style-type: none"> • Participates in case discussions and analysis during departmental meetings. • Establish and maintain effective liaisons with other health related boards, both in and out of state as well as law enforcement authorities to affect mutual assistance in conducting investigations. • When appropriate, refer complaints and investigative reports and materials to other agencies having jurisdictional authority. • Participate in departmental policy and procedure discussions and work flow process improvements. • May recommend amendments to the administrative rules related to the investigatory processes based on an investigator's ability to carry out the Board's public safety mission. • Mentor other staff and provide or share information related to the position, department, and agency. • Serve as staff member on Board committees and other agency activity committees. • Other duties as assigned.
100%			

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 confrontational situations in person or by telephone with hostile or upset licensees under investigation. Work is performed in a typical office environment with partitioned work areas and private conference rooms for interviews. Extensive work with computer and on the telephone occurs daily. Investigators may be required to travel occasionally within the state for on-site observation or interviews related to a case, for meetings with other agencies, or for training; and rarely for travel related to training outside of the state. A valid driver's license is required or alternate mode of transportation. May work irregular or overtime hours as necessary to complete critical or time sensitive elements of an investigation.

Employee may be asked to explain application of law or rules to licensees and the public. Employee must maintain strict confidentiality regarding licensees and investigations. The Employee must be able to work efficiently in a fast-paced office environment and be able to transition between projects and assignments. The employee will work a professional work schedule that supports the function and needs of the Board.

The employee in this position is expected to recognize their responsibility to act ethically at all times in accordance with the very highest standards of integrity.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

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.

- Oregon Revised Statute ORS 375.510 – 675.600, ORS 675.990 – 675.994, ORS 676.150 – 676.303
- Oregon Administrative Rules (OAR) – Chapter 877
- Oregon Revised Statutes
- Oregon Administrative Procedures Act
- Oregon Rules of Civil Procedure
- Other state and federal laws
- Other state’s Board of Social Workers laws, rules and regulations
- National Nursing Council rules
- Agency, Board policies and procedures manuals
- Oregon Rules of Evidence
 - Attorney General’s Administrative Law Manual & Uniform & Model Rules of Procedure
 - Attorney General’s Public Records & Meetings Manual
 - Internal Office Policy & Procedures Manual
 - Employee Desk Manual (Including employee’s job description)
- Other health-related licensing boards and agencies rules and statutes, (i.e. Pharmacy; Department of Human Services - Medicare Fraud Unit, Seniors and People with Disabilities, Mental Health Division)

b. How are these guidelines used?

Employee applies these guidelines in the course of investigative duties and to assist the Executive Director with agency operations.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
Licensees/ Certificate holders/Applicants for license	Phone/In Person/Letter	Receiving and Providing Information	Daily
Employers/Law Enforcement/Judicial Agencies	Phone/In Person/Letter	Receiving and Providing Information	Daily
Other State, Federal and local Agencies	Phone/In Person/Letter	Receiving and Providing Information	Daily
Other State Boards	Phone/In Person/Letter	Receiving and Providing Information	Daily
General Public/Witnesses	Phone/In Person/Letter	Receiving and Providing Information	Daily
Medical Professionals (includes Counselors/Physicians/Administrators)	Phone/In Person/Letter	Receiving and Providing Information	Daily
DOJ Legal Counsel/licensees’ legal counsel	Phone/In Person/Letter	Receiving and Providing Information	As needed

Board Members	In Person, by mail, email or telephone	Provide Board materials for review, provide electronic support of systems deliverables, present investigation reports, updates.	Monthly
Complainants, Licensees, Attorneys, Law Enforcement Officials, District Attorneys	In Person, by mail, email or telephone	Complaint process information, investigate, legal action, interpret Laws and Rules	Daily
General Public	In Person, by mail, email or telephone	Complaint process information, interpret Laws and Rules	As Needed
Licensees/Applicants	In Person, by mail, email or telephone	Inform, investigate, legal action, interpret Laws and Rules	Daily
Other Oregon Licensing Boards	In Person, by mail, email or telephone	Share information and collaborate on investigation	As Needed
Social Worker Boards in Other Jurisdictions	In Person, by mail, email or telephone	Share information and collaborate on investigation	As Needed

SECTION 7. POSITION RELATED DECISION MAKING

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

Under the direction of the Executive Director, Investigator 2 determines the scope and methods necessary to investigate alleged violations of rule or law, the evidence needed to establish if the allegations are founded, including the quality of the evidence, witness credibility and cooperation of parties to the investigation.

The Investigator's decisions directly affect the integrity of the complaint process by ensuring that the Board has a full and complete understanding of the allegations and the relevant evidence sufficient to decide the case. The Investigator's decisions may lead to a licensee's discipline and sanction. The Investigator's decisions will directly impact the Board's ability to prevail if their decision is taken to a contested case hearing. The Investigator's decisions directly affect the public perception of the Board's effectiveness in achieving its mission of public protection, as well as licensees' perception of the Board's effectiveness and fairness in conducting its compliance function.

OSBN investigators exercise independence in judgment and action as well as considerable initiative in assessing public service risks and developing and conducting an investigation. Information developed from investigations directly impact continued care to patients in contact with licensees who potentially are unable or unwilling to provide appropriate care which may lead to additional patient harm, disciplinary action, affect their licensure, and require action against fraudulent activities and other litigation of a criminal or civil nature.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
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Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

PEM D X7006	00000555	One on one meetings	As necessary	Review investigatory reports and provide
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				guidance and feedback
		Agency/Departmental Meetings	Monthly	Communication, review of cases, processes/ procedures and ongoing core competency training
		Written and in person	Annually	Overall Performance Review

SECTION 9. OVERSIGHT FUNCTIONS THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

a. How many employees are directly supervised by this position? 0
 How many employees are supervised through a subordinate supervisor? _____

- b. Which of the following activities does this position do?
- | | |
|--------------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & 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:

Effective communication skills, both oral and written; organizational skills, file management skills, experience in a variety of computer software programs.

This position has access to Criminal History Record Information (CHRI), and requires unfettered access to information determined by the Criminal Justice Information Services (CJIS) Division as Criminal History Record Information (CHRI). The incumbent in this position must comply with regulations outlined in Title 28, part 20, Code of Federal Regulations (CFR), and the CJIS Security Policy. As a result, the incumbent must maintain a criminal record free of convictions that would otherwise disqualify the incumbent from performing these essential functions. The incumbent is required to immediately self-report arrests that might result in a conviction that would otherwise lead to the inability to perform the essential functions in the position.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

SECTION 11. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 12. SIGNATURES

_____ Employee Signature	_____ Date	<i>Raymond Miller</i> _____ Supervisor Signature	<u>11/14/25</u> _____ Date
_____ Appointing Authority Signature	_____ Date		