



STATE OF OREGON POSITION DESCRIPTION

Position Revised Date:
August 20, 2025

This position is:

- ☒ Classified
- ☐ Unclassified
- ☐ Executive Service
- ☐ Mgmt Svc – Supervisory
- ☐ Mgmt Svc – Managerial
- ☐ Mgmt Svc - Confidential

Agency: Mental Health Regulatory Agency

Facility: Morrow Crane Building

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: <u>Investigator 2</u>	b. Classification No: <u>C5232</u>
c. Effective Date: _____	d. Position No: <u>57523</u>
e. Working Title: <u>Investigator</u>	f. Agency No: <u>10800</u>
g. Section Title: <u>N/A</u>	h. Budget Auth No: <u>1289030</u>
i. Employee Name: _____	j. Repr. Code: <u>OAS</u>
k. Work Location (City – County): <u>Salem – Marion</u>	
l. Supervisor Name (Optional): <u>Todd Younkin</u>	
m. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year ☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share	
n. FLSA: ☐ Exempt ☒ Non-Exempt	o. Eligible for Overtime: ☒ Yes ☐ No
If Exempt: ☐ Executive ☐ Professional ☐ Administrative	

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.

The Mental Health Regulatory Agency (MHRA) provides effective coordination of administrative and regulatory functions of regulated boards involved in protecting the public from harm through the licensing and regulation of behavioral and mental health professions in Oregon. MHRA promotes public protection through effective behavioral and mental health policy, outreach and training to stakeholders to improve compliance with public health and safety standards, and involvement of stakeholders in the regulation of various disciplines and fields of practice. MHRA forms partnerships with and works in collaboration with local and state governmental agencies, educators, organizations, and other affected entities to encourage diverse opinions and perspectives.

MHRA provides uniform structure and accountability to the Oregon Board of Psychology (OBOP) and the Oregon Board of Licensed Professional Counselors and Therapists (OBLPCT). A standardized administrative forum includes procedures for operation, performance measurement, fiscal services, budgeting, recordkeeping, licensing, enforcement, and complaint resolution. MHRA resolves disputes between regulated boards regarding the scope of practice of persons with authorizations in the regulated professions.

MHRA’s mission is to protect and benefit the public’s health and safety by promoting quality and ethical practice in the regulated professions, and by creating and enforcing high standards for education, training, and examination to ensure that only qualified professionals administer mental health services to Oregon consumers. The regulated boards issue and renew licenses to individuals who have met the criteria and are of good moral character, investigate complaints against licensees and unlicensed persons practicing in violation of the law, enforce disciplinary sanction in cases of misconduct, review and approve continuing education, publish consumer information, and staff numerous committees. The regulated boards work cooperatively with professional associations, educational institutions, employers of professionals, consumers, and governmental and credentialing agencies to develop policies and standards and establish guidelines for professional practice.

OBOP enforces the laws governing practitioners of psychology according to ORS Chapter 675.010-675.150, OAR Chapter 858, and the American Psychological Association’s Ethical Principles for Psychologists and Code of Conduct. OBOP consists of nine members, including six licensed psychologists and three public members. OBLPCT enforces the laws governing practitioners of professional counseling and marriage and family therapy according to ORS Chapter 675.705-675.835 and OAR Chapter 833. OBLPCT consists of eight members, including three professional counselors, two marriage and family therapists, a member of faculty of a school that trains counselors or therapists, and two public members. Board members are appointed by the Governor and confirmed by the Oregon State Senate.

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 **Investigator** investigates alleged violations of Board OAR, ORS, and ethics codes to determine if violations have occurred, and provides findings to the Board via presentations and written reports. The primary emphasis is on investigation of alleged violation of law and administrative rules. Investigations deal with the Board's licensing regulations, licensee conduct, and public safety. Independently effects compliance with and/or enforcement of Oregon Board Rules/Statutes. The Investigator will evaluate documents, procedures, systems, or conditions to determine and/or provide input on compliance with State requirements. The investigator will analyze data and apply governing statues, rules, policies and procedures to resolve compliance disputes. The investigator may recommend procedural changes to improve the compliance program.

This position may be assigned cases requiring investigation for the Oregon Board of Psychologist Examiners and/or the Oregon Board of Licensed Professional Counselors and Therapists.

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/ N E	DUTIES
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Ongoing			• Promote and foster a diverse and discrimination/harassment-free workplace. • Establish and maintain professional and collaborative working relationships with all contacts. • Contribute to a positive, respectful, and productive work environment. • Maintain regular and punctual attendance. • Comply with all policies and procedures. • Perform all duties in a safe manner.
75%	N	E	Conducting Investigations • Evaluate complaints submitted to the Board to identify legal issues and determine jurisdiction. • Prioritize cases to determine the severity of the alleged complaint and level of risk to public safety. • Enter each complaint into the database to track and monitor open cases to ensure accurate status and timely resolution of complaints. • Maintain hard copy records according to program record retention guidelines and ensure confidentiality of disciplinary files. • Plan and conduct fact finding according to basic rules of evidence through methods such as interviews, observation, and physical evidence in a manner that is acceptable as evidence and that conforms to professional and statutory confidentiality requirements. • Interview complainants; identify, locate, and interview principals and witnesses. • Analyze and evaluate testimony. • Explain the investigation process, licensee rights and possible actions the Board may take involving licensees under investigation. • Identify records or other evidence to be examined; obtain and preserve documentary evidence. • Prepare and serve subpoenas to obtain or review pertinent background information including criminal and/or civil documents, police reports, financial, medical records, employment history and records and other evidence to be used before the Board, at civil hearing, or in court having bearing on the case. • Research and apply statutes, rules, interpretations, agency policies, case law, and related federal law to allegations contained in complaints. • Analyze medical bills, records, notes and specialized documents pertaining to the practice of counseling, therapy, psychology and other mental health records • Review legal documents consisting of Default Orders, Stipulated Orders, Final Orders, Corrective Action Agreements, Addendums, Notices of Intent, and Amended Notices of Intent • Analyze and summarize information gathered; write investigative reports that address each alleged violation and any new issues-that arise during the investigation. • Maintain contact with any contract Board investigators; assist with contractor investigations and review, edit and compile reports and documents to ensure thoroughness and completeness as necessary.
15%	N	E	Case Presentation and Resolution • Prepare accurate and detailed written investigatory reports summarizing investigations, findings, and recommendations as requested by the Board.

			• Present investigatory reports to the Board, answer Board questions, and ensure that the full report is sufficient to be used as evidence in administrative hearings and in court. • Provide oral and written testimony as necessary during contested case hearings and appeals • Draft letter of concern as/when directed by the Board. • Provide licensee with notice of case dismissal as appropriate.
10%	N	E	Other Duties • Participate in case discussions and analysis during Agency 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. • Mentor other staff and provide or share training. • Participate in Agency policy and procedure discussions and work flow process improvements. • Other 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.

Work is conducted in a normal office environment. Occasional evening and weekend work may be necessary. Occasionally exposed to individuals who are upset or irate. Involvement with politically sensitive and potentially controversial issues. In-state travel and occasional out-of-state travel required. Fast-paced, heavy workload with frequent interruptions.

This position is suitable for remote work options.

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 Administrative Rules (primarily chapters 833 and 858)
- Oregon Revised Statutes (primarily chapters 675 and 676)
- Code of Ethics for professional counseling and marriage and family therapy and Ethical principles of psychologists as adopted by the Boards
- Department of Administrative Services Policies and Procedures, such as budget preparation guidelines, Human Resources Division Policies, and financial control guidelines (Oregon Accounting Manual, ORBITS, and Payroll), and State Procurement policies and procedures
- Oregon Attorney General Administrative Law Manual and Uniform and Model Rules of Procedure; Department of Justice Attorney General's Public Records and Meetings Manual
- Agency Internal Operating Procedures and Guidelines
- Administrative Procedures Act
- Judicial processes for contested case hearings
- Association of State and Provincial Psychology Boards Model Rules and Regulations

- American Psychological Association's Model Code of Practice and Conduct
- LEDS and CJIS regulations and procedures

b. How are these guidelines used?

To provide answers or interpretations to the staff, executive director, board members, legislators, and the public. To ensure Agency processes and operations comply with applicable laws, rules, policies and guidelines to achieve consistency, equity, and compliance.

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?
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".			
Complainants, Respondents, and Witnesses	Phone, in-person, electronic or regular mail	Perform investigations, respond to questions about investigations and compliance processes.	Daily
General Public	Phone, in-person, electronic or regular mail	Provide information about board laws, rules, and ethics codes; and investigation procedures.	Weekly
Attorney General/AAG	Phone, in-person, electronic or regular mail	Seek advice/information.	Weekly
Board Members	Phone, in-person, electronic or regular mail	Present investigation reports to at Consumer Protection Subcommittee and full Board meetings.	Monthly
Law Enforcement/ Criminal Justice organizations	Phone, in-person, electronic or regular mail	Gather and/or share investigatory information in connection with compliance cases.	Occasionally
Oregon/other state licensing boards	Phone, in-person, electronic or regular mail	Coordinate investigatory activities and share information.	Occasionally
Other state agencies	Phone, in-person, electronic or regular mail	Coordinate investigatory activities and share information.	Occasionally
Private Attorneys	Phone, in-person, electronic or regular mail	Inform attorneys of complaint processes, coordinate contact with client.	Occasionally
Licensing administrative staff	Phone, in-person, electronic or regular mail	Share/seek information on applicants/licensees.	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

The Investigator makes day-to-day decisions using independent judgment in the interpretation, application and explanation of laws and rules or policies and procedures. This position has daily contact with licensees, unlicensed practitioners, complainants, witnesses, and others who may be hostile, angry or otherwise emotionally volatile. The investigator makes judgments about information gathered during an investigation - deciding what information should and should not be included in reports to the board and to identify and interpret laws, rules or policies that may have been violated to protect the public and solve compliance issues.

The Investigator must maintain objectivity, negotiate and resolve adversarial and emotional disputes with tact and diplomacy. The Investigator works independently with discretion to determine the course of action, scope, and resolution of investigations and to enforce compliance with Board actions. Must

be capable of exercising discretion and independent judgment, under delegated authority.

Errors in judgment in investigations and reports could result in serious consequences to the Board, harm to the public, political embarrassment, and/or possible lawsuits. Errors made in the licensee investigation process could result in a licensee receiving unjustified discipline from the Board which could affect employment or possible loss of earning ability.

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 cursor at end of a row (outside table) and hit "Enter".

Agency Head 8	0000640 / 000000038893	In-person, email and phone	Weekly/ Monthly	The investigator receives general supervision from the Executive Director. Work is assigned most commonly by the Compliance Specialist verbally and in writing. Work is reviewed upon completion or as problems occur for accuracy, timeliness, and conformance to agency laws, rules, policies, and procedures.
Agency Head 8	0000640 / 000000038893	Written/ in-person	Quarterly	The purpose of this review is to assess the employee performance against the criteria established between the manager and the employee as set out in the employee's position description, work plan, previous performance evaluations and goal and objectives set for the upcoming quarter.

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? 0

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

- ☐ Plan work
- ☐ Assigns work
- ☐ Approves work
- ☐ Responds to grievances
- ☐ Disciplines and rewards

- ☐ Coordinates schedules
- ☐ Hires and discharges
- ☐ Recommends hiring
- ☐ Gives input for performance evaluations
- ☐ 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:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

Employee is required to possess and maintain a valid driver's license issued by the state where the employee resides or provide an acceptable alternate mode of transportation.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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

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