



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
05/08/2025

Agency: Oregon Health Authority

Division: Behavioral Health Division

☐ 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: Administrative Specialist 1
- b. Classification No: C0107 c. Effective Date: 07/01/2011
- d. Position No: 1002717
- e. Working Title: Intensive Forensic Services Program Support
- f. Agency No: 44300
- g. Section Title: Aid and Assist, Community Restoration Evaluation Unit
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem / Marion or Portland/Multnomah; hybrid position
- j. Supervisor Name: Lisa Nichols
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☐ Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative
☒ 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

redistributing of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities. The Behavioral Health 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, listening to, 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.

OHA is home to most of the state's publicly supported health programs. OHA divisions include Public Health, Equity and Inclusion, Behavioral Health, Medicaid, Health Policy and Analytics, Fiscal and Operations, and the Oregon State Hospital. The Behavioral Health Division (BHD) encompasses Medicaid and Behavioral Health Programs. Behavioral Health is responsible for the design, development, implementation, monitoring, evaluation, and improvement of publicly funded, community-based addiction and mental health service programs.

Unit/Program Description:

The Behavioral Health Division (BHD), within OHA, is responsible for programs, policies, community services, and state-operated public institutions serving persons with mental illness, alcohol and other drug, and gambling disorders. With a biennial budget of approximately 1 billion dollars, the Office employs more than 100 persons directly and contracts for services with hundreds of programs at the

county and community level across the state. More than 100,000 Oregonians per biennium are served through programs under the direction of the Director.

The Intensive Services Unit is a specialized team within Health Systems Division and functions under the leadership of the Behavioral Health Division. The unit provides operations oversight, program management, and policy development that impacts populations across the state. More specifically, this unit is responsible for projects related to forensic behavioral health, including four primary areas: Aid and Assist, Civil Commitment, Jail Diversion, and Guilty Except for Insanity/Psychiatric Security Review Board (GEI/PSRB).

Working across all levels of government, particularly county and state justice systems, this includes statutory analysis, legislative concept development, Oregon Administrative Rule analysis and management, contract development and administration, budgetary oversight, program technical assistance, trouble-shooting, barrier removal and care coordination across multiple service and funding systems including the Oregon State Hospital, Residential Treatment Systems, Community Mental Health Programs, local hospital emergency rooms, Acute Care units, Medicaid systems, Coordinated Care Organizations, and providers.

This unit coordinates behavioral health services for individuals in Oregon most impacted by health inequities including, but not limited to:

- People who have entered the behavioral health system through Oregon’s courts or other criminal legal system involved populations; and
- People with complex clinical needs, often with co-occurring mental health and substance use disorders, comorbidities with complex medical issues, intellectual disabilities, cognitive impairments and incapacity, and traumatic brain injuries.

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 position’s primary purpose is to provide coordinated administrative, operational, and program support to the Intensive Services Unit (ISU) within Adult Behavioral Health. It functions as the central administrative hub for the unit, ensuring the accurate, timely, and professional flow of information, documents, processes, and communication across internal teams, external partners, advisory groups, and management. Through its three core functional areas Coordination, Administrative Assignments, and Support for Unit and Manager, the position maintains compliance, continuity, and efficient execution of program activities that support Adult Behavioral Health services statewide.

By managing processes, supporting staff and leadership, and upholding documentation and procedural standards, the position strengthens ISU’s ability to deliver high-quality behavioral health services. It ensures that complex operational and administrative needs are met, deadlines are tracked and achieved, and communication channels remain clear and responsive. In doing so, the role provides essential infrastructure that allows the program to function smoothly and effectively.

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
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40%	R	E	Coordination: • Develop procedures, systems and forms necessary to complete work and ensure efficient flow of information, workflow, delivery of services. • Coordinate efficient flow of documents and/or requests requiring action through an established process ensuring that deadlines for analysis, approval and/or final action are met. • Monitor and analyze processes, protocols and procedures for compliance. • Track deadlines for performance reviews. • Coordinate review and revision of technical manuals, directives and procedures. Writes instructional manuals describing procedures and requirements for use by staff, agency clients, and/or public. • Assist with the coordination of advisory councils and work groups. • Assist in facilitating support needs of unit members such as updating internal and external partner contact lists, monitoring ISU mailboxes for communications and routing to the appropriate contacts. • Participate in team meetings and assume responsibility for the completion of follow up and special project initiation, which could involve researching, collecting, organizing, assembling and incorporating information for special projects. • Meeting support for A&A and CREU team meetings, , external partner monthly and quarterly meetings, ISU Fiscal and Health Policy and Analytics meetings. •
35%	R	E	Administrative Assignments: • Answer incoming calls from community partners and customers. Explain program information, guidelines, regulations, policies and protocols, answer questions and make referrals to staff or other areas. • Receive and review projects or documents submitted. Review documents for accuracy. Correspond with those involved to identify errors in form completion and seek revised submission. • Track Legislative bills by reading proposed legislation, maintaining calendars for hearings and/or work sessions; research, collect data and prepare reports outlining impacts of legislation or changes in procedures on agency programs and funding and updating status of each bill. • Compile statistical information related to Adult Behavioral

			Health program or operation measuring success rate and/or performance to be used by others to make decisions related to the program. • Develop detailed monthly reports on a monthly, quarterly, semiannual, or annual basis to support Adult Behavioral Health. • Monitor and request updates to web site program specific information for the Intensive Services Unit. • Prioritize workloads, projects, assignments, and correspondence. •
20%	R	E	Support for unit and manager: • Schedule and coordinate manager's calendar and meetings. Prepare daily meeting materials. Prompt manager for meetings and assignments. Manage emails. Staff meetings led by manager. • Compose correspondence such as letters, memos and reports. Use general knowledge to proofread and edit documents for spelling, grammar, punctuation and format. • Prepare presentations using Power Point, Excel and other various software programs. • Coordinate and provide support for meetings, committees and workgroups (send out notices, prepare meeting packets, take and distribute minutes). Schedule meetings and conference calls with multiple attendees in multiple locations. Research background materials for meetings. • Create and maintain filing systems in Teams. • Assist in facility needs of unit members. • Reserve vehicles from Motor Pool for unit members. • Track employee performance appraisals for deadlines and route for review and signature. • Assist unit members with submission of travel and expense claims.
5%	R	E	Other Duties as assigned, including but not limited to the following: • Support manager on Behavioral Health committees or workgroups. • Attend education/training sessions as needed.
At all times	NC	E	Align Conduct with OHA's Values and 2030 Strategic Goal • Demonstrate awareness, understanding and alignment in service delivery with the OHA Core Values of Health Equity, Service Excellence, Integrity, Leadership, Partnership,

			Innovation, and Transparency. • In addition to the cultivation of equitable practices across all aspects of the position description, learn and apply knowledge and skills to interrupt systemic racism and oppression of groups most impacted by historical and contemporary racism and social injustices. • Demonstrate recognition of the value of individual and cultural difference; demonstrate evidence of ongoing development of personal cultural awareness and humility; contribute to an inclusive work environment that is respectful and accepting of diversity and where talents and abilities are valued. • Contribute to a positive and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. • Demonstrate professional behavior. Interrupt and report inappropriate behaviors, especially those in violation of policy. • Promote and actively participate in OHA's 2030 goal of eliminating health inequities. • Hold awareness and be attentive to the direct and indirect accountabilities and opportunities within the Behavioral Health Division to positively impact and influence the goals, strategies, actions, and measures outlined in OHA's strategic plan (2024-2027). • Use language that promotes equity, engagement, asset-framing, and power-sharing; when crafting written content or correspondence, reference and adhere to equity-centered communication guidelines outlined in the ODHS/OHA Writing Style Guide.
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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.

Open office environment or virtual environment with frequent interruptions. Multiple communication streams including email, instant message, and cell phone. This work may be performed remotely (unless the agency's business and operational needs require in-person) within the defined workweek, utilizing on camera virtual meetings.

Competing deadlines and occasional evening and/or weekend work may be required to meet the operational needs of BHD.

Must be able to respond effectively to verbal instruction and manage interruptions and changes in priority.

Most work has deadlines and is subject to fluctuating workloads and priorities with highly complicated, sensitive, and/or political issues

This position requires extensive work with personal computers, and occasional work with printers, copiers, scanners, projectors, virtual meeting software, and other business/office machines.

Travel throughout the state as needed.

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 Statutes, Oregon Administrative Rules, OHA policies and directives, Oregon State Archives and the Support Staff Desk Manual.

b. How are these guidelines used?

These guidelines are used to ensure all administrative and business functions are transacted according to appropriate laws, rules, policies, and establishing priorities and procedures, and to establish parameters for carrying out the duties of this position.

SECTION 6. WORK CONTACTS

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

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?
Consumers and persons with lived experience	Virtually, telephone, in person, email	Listen to identify opportunities to improve services and programs to create a simple, meaningful and responsive system	Daily, Weekly
All levels of department staff, staff of other agencies, staff of other public and private partner organizations, and the public	By telephone, electronic mail, letter or in person	Scheduling; provide information about projects, boards and committees related to BHD, and OHA; handle specific requests for Forensic Intensive Services information and/or documentation; and refer to appropriate BHD or OHA staff personas needed. Interpret and explain new and existing processes and procedures.	Daily
Unit Staff	By telephone, electronic mail, letter or in person	Scheduling; provide information about projects, boards and committees for BHD, and OHA; handle specific requests for information and/or documentation;	Daily

		and refer to appropriate BHD or OHA staff personas needed. Interpret and explain new and existing processes and procedures.	
Other State and Federal	By telephone, electronic mail, letter or in person	Scheduling; provide information about projects, boards and committees for BHD, and OHA; handle specific requests for information and/or documentation; and refer to appropriate BHD or OHA staff personas needed. Interpret and explain new and existing processes and procedures.	Monthly, As Required
Public	By telephone, electronic mail, letter or in person	Scheduling; provide information about projects, boards and committees, BHD, and the OHA; handle specific requests for information and/or documentation; and refer to appropriate BHD or OHA staff needed. Interpret and explain new and existing processes and procedures.	Monthly

SECTION 7. POSITION-RELATED DECISION MAKING

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

Always determine the impact of programs, policies, operations, budgets, and all other aspects of the program on health equity. Ensure decisions prioritize the equitable distribution or redistribution of resources and power and recognize, reconcile and rectify historical and contemporary injustices.

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
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BH Policy Manager 2	1021242	Work discussed and reviewed through regular meetings with the manager	Daily, on going	To ensure work is completed and meet goals and objectives of the division

SECTION 9. OVERSIGHT FUNCTIONS

- 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 | ☐ 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.

Advanced skills in using Microsoft (MS) Word, MS Excel, MS PowerPoint, MS Teams, MS Outlook, Adobe, and Internet Explorer

The ability to work collaboratively in a team setting.

Excellent customer service and communication skills.

Skill in performing a variety of functions at a program support level requiring decision making within established rules, policies, or procedures.

The ability to demonstrate initiative and independent judgment on an on-going basis.

Ability to coordinate work activities with competing deadlines.

Ability to maintain confidentiality of agency records and the ability to learn agency programs, operations, policies and procedures.

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
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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