



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
12/10/2025

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 2
b. Classification No: C0108
c. Effective Date: _____
d. Position No: 2730901
e. Working Title: Behavioral Health Investments Project Support Specialist
f. Agency No: 44300
g. Section Title: Office of Behavioral Health – Behavioral Health Investments
h. Employee Name: Vacant
i. Work Location (City — County): Portland – Multnomah or Salem – Marion; Hybrid
j. Supervisor Name: LaDonna Lofland
k. Position: Permanent Seasonal ☒ Limited Duration Academic Year
Full-Time Part-Time Intermittent Job Share
l. FLSA: Exempt If Exempt: Executive m. Eligible for ☒ Yes
☒ Non-Exempt Professional Overtime: No
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.**

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.

The Behavioral Health Division (BHD) within the Oregon Health Authority (OHA) provides leadership and oversight for Oregon’s publicly funded behavioral health system, ensuring access to high-quality mental health and substance use disorder services for adults, children, adolescents, young adults, and their families. BHD is organized into five key sections: the Director’s Office, Service Delivery for, Child and Family Services, Quality and Compliance, and Operations and Strategy. Together, these sections manage statewide policy development, program implementation, quality assurance, and strategic planning for a system valued at approximately [\$1.64 billion]. The division collaborates with counties, tribes, local providers, and

other state agencies to deliver integrated, community-based services. BHD is aligned with OHA's mission and core values: health equity, service excellence, integrity, leadership, partnership, innovation, and transparency. BHD plays a critical role in advancing OHA's 10 year goal to eliminate health inequities by ensuring culturally responsive, evidence-based behavioral health care for all Oregonians.

Unit/Program Description:

This position operates within the Behavioral Health Investments Team (BHI). BHI focuses on increasing capacity of community residential-based Licensed and Supportive Housing services aimed at providing opportunities for improving stability, access to appropriate care, and overall health and wellbeing for individuals experiencing Serious and Persistent Mental Illness (SPMI) and Substance Use Disorder (SUD).

BHI strengthens Oregon's behavioral health system by increasing community residential based Licensed and Supportive Housing capacity for individuals experiencing Serious and Persistent Mental Illness (SPMI) and Substance Use Disorder (SUD). This position directly supports that mission by coordinating administrative processes, tracking investments, supporting grant management workflows, and applying an equity centered lens to reduce administrative burden on community partners. This position also supports cross division coordination with Licensing, Behavioral Health Children, Families and Lifespan teams, Adult Residential programs, Opioid Settlement efforts, and prevention and treatment teams to help advance large-scale community-led and community-owned behavioral health initiatives.

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 this position is to provide administrative, planning, operational, and coordination support to the Behavioral Health Investments (BHI) Manager and team. The position ensures smooth execution of BHI's transformative, community-led and community-owned initiatives by managing meeting structures, maintaining tracking systems, coordinating grant agreement processes, and ensuring timely, accurate reporting of qualitative and quantitative information. This role strengthens BHI's capacity to increase community residential-based Licensed and Supportive Housing services for individuals with SPMI and SUD by supporting workflows, improving communication, applying an equity-centered lens to administrative practices, and serving as a liaison across OHA divisions, state agencies, federal partners, community providers, and individuals with lived experience. Success in this role ensures strategic alignment, clear priorities, and consistent progress on BHI initiatives

This position will oversee business support functions and will be responsible for the administrative support aspects of preparing, coordinating, and managing BHI grant agreements, with focus on facilitating cohesive communication, collaboration, and decision-making. This includes monitoring progress on BHI outcomes and the reporting of qualitative and quantitative information. In conjunction with policy analysts, the person in this position will provide technical assistance on the grant agreement and reporting processes.

This position will be responsible for planning, coordinating, and managing meetings, workgroups, and schedules, with focus on facilitating cohesive communication, collaboration, and decision-making. In this capacity, the person will identify problems, support strategic planning and prioritization, and recommend more efficient administrative procedures utilizing an equity-centered lens.

This position will be responsible for planning and coordinating project schedules in support of quality assurance and quality improvement and within the context of more complex, wide-

reaching, and urgent programmatic issues, goals, and BHI strategies. This includes participating in team meetings and assuming responsibility for the completion of follow up, which involves researching, analyzing, evaluating, collecting, organizing, assembling, and preparing reports.

This position will also assist in the design, implementation, and sustainability of key initiatives and projects by developing and updating spreadsheets and tracking tools, through iterative validation with key partners and executive sponsors and with the aim of research and data synthesis, assessment, and documentation. This position will act as a liaison within and across units, OHA divisions, Federal agencies, and community providers, councils, and individuals with intent to identify issues and challenges, help negotiate solutions and process improvements and spread best practices.

In this capacity, the person in this position will collaborate within the Behavioral Health Division, HPA (Health Policy and Analytics), and other OHA Divisions, Other State Agencies, the Governor's Office, and with external partners, contractors, and advocates.

SECTION 3. DESCRIPTION OF DUTIES

“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
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.
25%	R	E	Business Process Improvement & Strategic Support • Work with the BHI Manager to set, document, monitor, and refine business processes that support transformative, community-led initiatives. • Assist the BHI team to regularly review workflow and identify opportunities for improvement using an equity-centered lens. • Collaborate with individual teams to document, research, and implement process improvement ideas; monitor and evaluate outcomes to determine if changes should be adopted, revised, or repealed. • Identify workflow pain points, bottlenecks, or barriers in grant administration or project coordination, including scheduling conflicts, documentation delays, or unclear deliverable pathways, and recommend solutions to improve efficiency. • Apply equity centered process improvement frameworks (e.g., Center of Excellence methods, Equity & Inclusion RBA) when refining workflows, ensuring reduced administrative burden, accessible materials, and culturally responsive practices. • Document and support workflow improvement opportunities related to overarching planning, communication, integration, and issue escalation across all BHI programs and projects. • Support strategic planning by helping the team prioritize competing deadlines, align activities with legislative mandates, and anticipate capacity needs during peak workload periods such as budget cycles or reporting deadlines. • Assist the BHI Manager in tracking and maintaining a comprehensive list of work assignments and responsibilities within the program.

25%	R	E	Administrative Research, Analysis & Evaluation • Develop procedures, systems, and processes to ensure efficient flow of information, workflow, and service delivery. • Use qualitative and quantitative data to support reporting processes, including feedback from community partners, tracking grant milestones, and summarizing operational issues for decision making. • Coordinate and audit processes to ensure timely and accurate flow of documents and requests requiring action, ensuring deadlines are met. • Maintain and improve high quality spreadsheets, Smartsheets, and tracking systems that support transparent, evidence based BHI strategy. Update tools daily, weekly, or monthly depending on project needs. • Support the BHI Manager in monitoring and analyzing processes, protocols, and procedures for quality assurance and quality improvement. • Establish and maintain technical manuals, directives, and procedures; write instructional materials for staff, agency clients, and the public. • Prepare presentations, graphs, reports, and other materials to support decision-making and communication. • Interpret and evaluate laws, rules, policies, and procedures to ensure operational alignment and compliance; collaborate with policy analysts and subject matter experts to share concerns and recommendations. • Validate data with partners by sharing preliminary findings, confirming accuracy, and incorporating partner feedback before final reporting. • Participate in team meetings and assume responsibility for follow-up tasks, including researching, evaluating, collecting, organizing, and assembling information for grant agreements and reporting. • Support preparation of high quality communication materials, including memos, dashboards, presentations, meeting summaries, and status updates, ensuring all materials follow OHA equity centered communication guidelines. • Act as a liaison within and across units, OHA divisions, federal agencies, and community providers, councils, and individuals to identify challenges, negotiate solutions, and promote best practices.
20%	R	E	Project Management & Monitoring Assistance • Provide project management assistance on key initiatives sponsored or led by the BHI Manager. • Develop and update spreadsheets and tracking tools through iterative validation with key partners and

			executive sponsors to support research, data synthesis, assessment, and documentation. • Document decisions, issues, risks, and opportunities related to project execution. • Support project management for BHI initiatives such as community investments, grant cycles, capital project support under Opioid Settlement Board decisions, and internal strategic planning efforts led by the BHI Manager. • Track risks using RAID (Risks, Assumptions, Issues, Dependencies) concepts; document delays or barriers such as capital project hurdles, building acquisition challenges, or reporting constraints. • Send electronic reminders to project team members regarding task deliverables and deadlines. • Establish and facilitate collaboration tools and sites (e.g., MS Teams channels/folders) tailored to program/project needs. • Conduct initial reviews of project deliverables to evaluate timeliness, accuracy, and completeness. • Escalate issues to the Manager or project lead when concerns arise about meeting deadlines or barriers to completing key deliverables. • Follow escalation pathways by raising concerns first to the BHI Manager and, when appropriate, contributing to escalations to Directors or the Governor's Office.
25%	R	E	Administrative Support & Coordination • Plan and coordinate meetings, workgroups, and project schedules in support of management and in the context of complex, wide-reaching, and urgent operational issues and goals. • Coordinate meetings and take notes as requested, including documentation of decisions, issues, risks, opportunities, and next steps. • Coordinate recurring cross agency meetings with Licensing & Certification, Behavioral Health Children & Family & Lifespan programs, Adult Residential, Opioid Settlement teams, Treatment & Prevention, HPA, and other OHA divisions. • Manage agendas, schedules, and process changes with moderate to high autonomy, ensuring timely follow up and clear communication among internal and external partners. • Track due dates and organize the process for the BHI Manager to conduct employee performance reviews in accordance with HR policies. • Provide administrative support across the full grant lifecycle, including preparation of materials, document routing, tracking deliverables, sending reminders, and supporting record-keeping expectations.

			• Provide administrative support for the preparation, coordination, and management of BHI grant agreements, including monitoring progress on outcomes and reporting of qualitative and quantitative data. • Provide technical assistance on grant agreement and reporting processes in conjunction with policy analysts. • Assist in the design, implementation, and sustainability of key initiatives and projects aligned with the mission, vision, values, and goals of the Oregon Health Authority and the Behavioral Health Division.
5%	NC	E	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.

General office environment with no unusual physical demands or exposures. This position requires extensive work with personal computers, printers, copiers, scanners, faxmachines, telephone systems, projectors, virtual meeting software, and other business/office machines.

Most work has deadlines and is subject to fluctuating workloads and priorities with highly complicated, sensitive, and/or political issues. Occasional in-state travel. Occasional evening and/or weekend work may be required to meet the operational needs of the division.

Must be able to respond effectively to verbal instruction and coaching and work collaboratively in a team environment.

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

These are daily conditions.

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 Regulations (including but not limited to Medicare and Medicaid regulations and Health Insurance Portability and Privacy Act)

Oregon Revised Statutes Oregon

Administrative Rules

Federal laws, rules and funding requirements relating to mental health, alcohol and other drug treatment plans and services

OHA/Coordinated Care Organization Contracts

State laws, rules, and contract requirements relating to behavioral health services

Departmental and office policies and procedures

Local requirements as appropriate

Trauma Informed Approaches

b. How are these guidelines used?

These laws, policies, regulations, and guidelines are used to govern operations, improve health care services and are used to satisfy the Oregon Health Authority's triple aim – better care, better health, lower costs.

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?

This position operates with moderate to high independence when communicating with external entities regarding procedural and administrative matters, including gathering information, requesting documentation, clarifying timelines, coordinating meetings, and following up on action items. The position ensures alignment with the BHI Manager on communications involving policy changes, funding considerations, or sensitive issues.

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
BHD Staff	Virtually, telephone, in person, email	Coordinate scheduling, share project updates, clarify procedures, and support internal communication.	Daily; as needed
Medicaid Providers and Representatives	Email, telephone, virtually	Provide information about BHI projects, interpret procedures, respond to documentation requests, and refer to appropriate staff.	Daily; as needed
Other State Agencies	Email, telephone, virtually	Collaborate on cross-agency initiatives, explain processes, and share relevant updates or documentation.	Daily; as needed

Centers for Medicare and Medicaid Services (CMS)	Email, telephone, virtually	Respond to federal inquiries, provide program updates, and clarify reporting or procedural requirements.	Daily; as needed
Other DHS Staff Members	Email, telephone, virtually	Coordinate interdepartmental efforts, share updates, and clarify administrative procedures.	Daily; as needed
State Personnel	Email, telephone, in person	Support HR-related processes, performance reviews, and administrative coordination.	Daily; as needed
The Public	Email, telephone, in person	Provide general information about BHD and OHA programs, respond to inquiries, and refer to appropriate staff.	Daily; as needed
Legislative Staff	Email, telephone, virtually	Share program updates, respond to information requests, and clarify policy or procedural matters	As needed
Attorneys	Email, telephone	Coordinate on legal matters, clarify compliance issues, and share documentation as needed.	As needed
News Media	Email, telephone	Provide public-facing information about BHI initiatives and refer media inquiries to appropriate communications staff.	As needed
Professional Associations	Email, telephone, virtually	Collaborate on shared initiatives, provide updates, and interpret new or existing procedures.	As needed

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.
- Daily decisions in the organization, prioritization, and time management of assigned duties within deadlines, making recommendations to unit Director and team on areas needing additional evaluation.
- The position independently manages day-to-day decisions related to meeting coordination, scheduling, grant tracking, communication with partners, follow-up on deliverables, and improvements to administrative workflows. Decisions requiring shifts in policy direction, funding commitments, or strategic priorities are elevated to the BHI Manager. The position is also responsible for identifying risks or delays in project

deliverables and escalating concerns through established pathways, which may involve Division leadership or cross-agency partners.

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
Behavioral Health Policy Manager 3	1012982	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.

This job requires one to:

1. Have a valid driver's license and a good driving record or provide an acceptable alternative method of transportation.
2. Can demonstrate advanced Microsoft Excel, Word, PowerPoint, TEAMS, Outlook skillset.
3. Organizational and time management skills commensurate with the detailed and complex development process. Use mathematics to solve business problems.
4. Give full attention to what other people are saying, take time to understand the points being made, ask appropriate questions, and not interrupting at inappropriate times.
5. Talk to others to effectively convey information.
6. Communicate effectively in writing as appropriate for the needs of the audience.
7. Analyze information and evaluate results to choose the best solution and solve problems.
8. Observe, receive, and otherwise obtain information from all relevant sources.
9. Identify the underlying principles, reasons, or information facts by breaking down information or

data into separate parts.

10. Identify information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
11. Teach others how to do something.
12. Understand the implications of new information for current and future problem-solving and decision-making.
13. Monitor and review information from materials, events, or the environment to detect or assess problems.
14. Develop constructive and cooperative working relationships with others and maintain them over time.
15. Encourage and build mutual trust, respect, and cooperation among team members.
16. Translate or explain what information means and how it can be used.
17. Establish long-range objectives and specify the strategies and actions to achieve them.
18. Use computers and computer systems to set up functions, enter or compile data, or process information.
19. Apply general rules to specific problems to produce answers that make sense.
20. Combine pieces of information to form general rules or conclusions, including finding a relationship among seemingly unrelated events.
21. Apply equity centered process improvement frameworks such as the Center of Excellence model and the Equity & Inclusion Results Based Accountability framework when evaluating workflows, developing materials, or supporting community partners.
22. Integrate equity considerations into administrative processes by reducing burden on smaller or culturally specific providers, ensuring access to translation and interpretation supports, designing plain language materials, and validating processes with partners most impacted by system barriers.

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

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

Jun 13, 2026

Date