Click here to link to instructions **All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.**

STATE OF OREGON

Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date: 08/18/2023

Agency: Oregon Health Authority

Division: Health Systems 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: Business Operations Manager 2

b. Classification No: X7084 **c.** Effective Date:

d. Position No: NBP

e. Working Title: Behavioral Health Director's Office Manager

f. Agency No: 44300

g. Section Title: Office of Behavioral Health Services

h. Employee Name: Vacant

i. Work Location (City — County): Salem/Marion-Portland/Multnomah; Hybrid

j. Supervisor Name: Ebony Clarke

k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share

l. FLSA: ☒ Exempt If Exempt: ☒ Executive **m.** Eligible for Overtime: ☐ Yes
☐ Non-Exempt ☐ Professional ☒ 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 Health Systems 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
- Pursing 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 stakeholders 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.

Unit/Program Description:

OHA is home to most of the state's publicly supported health programs. OHA divisions include Public Health, Equity and Inclusion, Health Systems Division, Health Policy and Analytics, Fiscal and Operations, and the Oregon State Hospital. The Health Systems Division (HSD) encompasses Medicaid and Behavioral Health Programs.

This position is within the Office of Behavioral Health Services Director's Office and will manage daily operations, staff, strategic positioning, relationships, and systems planning for the functions of the Behavioral Health Director's Office and executive leadership in Behavioral Health Services.

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:

Represent the agency in a professional manner and provide structure and systems to improve operational efficiency and consistency within the Behavioral Health Director's Office.

This position will take a collaborative leadership role in shaping, facilitating and monitoring Behavioral Health Director's Office operations, which includes operationalizing values-oriented, trauma-informed, anti-racist, equity-embedded strategies, processes, and procedures in strategy development and daily operations.

This position provides expert consultation and monitoring of strategic position of the Office of Behavioral Health Services with internal and external stakeholders. In this role, this person is a collaborator and partner with senior executives, external affairs, and community partners. This position develops systems planning processes, facilitates strategic planning efforts, and plays a key role in culture building through strategic communications and change management initiatives.

The person in this position will provide expertise, technical assistance, design input, and oversight to for administrative staff and operations within the Director's Office. The position also performs supervisory functions which include interviewing staff selection and training provision for new staff.

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
At all times	N	E	• Consistently treat customers, clients, stakeholders, community partners, vendors, and colleagues with dignity and respect. Demonstrate recognition of the value of individual and cultural difference. • Proactively create and maintain an inclusive work environment that is respectful and accepting of diversity where talents, abilities and experiences are valued. • Model inclusive and equitable recruitment, onboarding promotion and management practices to support advancement of OHA Affirmative Action Plan goals. • Demonstrate understanding and apply principles related to health equity. Demonstrate effective delivery of culturally responsive, inclusive and trauma-informed services, including evidence of ongoing development of personal cultural awareness and humility. • Actively solicit and engage diverse groups in planning and implementation efforts to establish and steward ongoing reciprocal working relationships.

			• Set unambiguous guidelines and model expected professional behavior. Establish and maintain explicit methods for reporting inappropriate actions.
45%	N	E	**Systems Planning and Process Development:** • Facilitate systems planning efforts to provide structure, tools and methods to improve administrative quality and efficiencies. • Lead and foster continuous improvement principles to create a performance-based culture necessary to achieve the agency goals. • Develop goals aligned systemically with the long-term enterprise strategic plan. • Create process-based improvement that increases customer service and value and improves staff experience. • Codify processes based on audience and promote knowledge sharing practices to strengthen institutional knowledge uptake; Standardize documented processes. • Develop workflows in conjunction with individuals impacted by process and any changes to their day-to-day work. • Leverage scientific thinking through the problem-solving process and Plan-Do-Check-Act (PDCA) tools. • Organize and assign work activities and projects, manage programs, monitor work flow, and review and evaluate work products, methods, and procedures. • Evaluate current business processes and systems, implement procedures and systems to maximize operating efficiency and to establish and maintain controls. • Create meaningful metrics to determine performance.
20%	N	E	**Administrative Management and Oversight:** • Develop equity centered position descriptions, recruit from among populations and community partners being impacted by programs managed by Health Systems Division, interview applicants; hire/or recommend hiring and other personnel actions. • Responsible for the overall strategies to ensure employee training, development, and career opportunities. This includes mentoring, guidance, support, and advancement opportunities to staff. • Design processes and provide resources for staff orientation and training. • Evaluate staff job performance through work plans and merit evaluations. • Plan, assign, direct, and review staff work. • Track required licensures and, staff training. • Take progressive action to correct staff performance.

			deficiencies and effectively recommend disciplinary actions up to and including dismissal. • Provide direction in preparation of HR responses to employee grievances. • Manage daily unit staffing and resources to maintain operational requirements. • Manage staff leave usage and payroll. • Set staff/unit goals and performance measures to monitor and evaluate operational processes involving the unit. • Evaluate organizational training needs and resources. • Coordinate budget and procurement activities and ensure costs do not exceed budgeted amounts. • Coordinate hiring efforts for BH Director's Office recruitment. • Provide strategic oversight and coordination of planning and preparation activities for administrative and policy support staff within the BH Director's Office. • Create and revise performance measures, metrics, and utilization/reporting tools to inform Executive Leadership of BH Director's Office operational effectiveness.
15%	N	E	**Relationship Management:** • Monitor key stakeholder relationships within the agency, across agencies, within task forces and advisory bodies, with electeds, with media, and the public. • Develop and implement plans to strengthen relationships internally and externally; advise executive leadership on activities related to plans. • Provide guidance and support for strategic communications internally and externally. • Direct and coordinate activities of program services that support legislation, agency administration, or board and commission directives. • Implement and oversee management of service programs and work to resolve issues. Ensure efforts are in alignment with agency, board, or commission direction and state and federal laws and regulations. • Liaise with and facilitate internal and external community partners to communicate goals and objectives, resolve issues of concern, and educate and inform regarding program activities. • Conduct periodic surveys related to the functions of the BH Director's Office with stakeholders to improve quality of service

15%			**Strategic Planning and Positioning:** • Support leadership in the implementation and execution of issued directives. Evaluate risk associated with potential decisions. Conduct risk mitigation. • Manage and co-design the development of strategic positioning and alignment approaches in conjunction with the Behavioral Health Director's Office team. • Lead and facilitate strategic planning for Office of Behavioral Health Services on behalf of the Behavioral Health Director related in concert with Governor's priorities and OHA's strategic goal. • Collaborate with BH executive team to develop strategic alignment across policy, programs and budget. Assist in preparation of budget materials and monitoring on behalf of the BH Director's Office. • Co-design, implement and continuously evolve values-oriented, trauma-informed, anti-racist, equity-embedded recruitment strategies, processes, procedures and tools utilized by the BH Director's Office that align with OHA's strategic goal to eliminate health inequities by 2030; provide tracking of manager engagement, adoption and accountability in their use. • Create an environment where the knowledge and skills that applicants/staff/management that are from communities that experienced historical and contemporary discrimination and oppression, applicants/staff/management with lived experience, and applicants/staff/management who have directly received services delivered by the Oregon Health Authority such as Oregon Health have Plan, Substance Use Disorder and Mental Health services, etc. are valued and welcome in the recruitment, hiring, and overall work of the Oregon
5%	NC	NE	Other duties as assigned.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmentaldemands. State the frequency of exposure to these conditions.

The job requires frequent preparation and/or presentation of technical and professional material against assigned deadlines. Some evening and/or weekend work is required. Frequent contact and work with a variety of staff, partners and stakeholders in a variety of office, virtual and meeting room settings is expected.

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 (unless 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:

OHA/Coordinated Care Organization Contracts

Federal Regulations (including but not limited to Medicare and Medicaid regulations and Health Insurance 42 CFR Part 2 Portability and Privacy Act)

Oregon Revised Statues

Oregon Administrative Rules

Intergovernmental Agreements

Inter- and Intra- Departmental Agreements

OHA/AMH Financial Assistance Agreements

OHA/OHP Mental Health Organization Agreement

OHA Direct Contracts

OHA/HSD Handbook and Confidentiality

HSD Policies and Procedures

Quality Assurance Protocols

Professional practice standards

Published reports of Best Practice Guidelines and Evidence-Based Practices

System of Care Principles of Practice

Agreements with Counties, Tribes and direct contracts

State laws, rules, and contract requirements relating to small procurement and the Buy Decision

Departmental and office policies and procedures.

Continuous Improvement and Quality Assurance protocols

Trauma Informed Approaches

b. How are these guidelines used?

These guidelines are used to assure that all business and administrative functions are transacted with appropriate laws, rules, policies, and procedures. The incumbent must judge and interpret the appropriateness of these guidelines to each situation.

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, correspondence	Listen to identify opportunities to improve services and programs to create a simple, meaningful and responsive system	Daily, Weekly
Health Systems Division Staff	Virtually, telephone, inperson, email, correspondence	Collaborate to improve flow of patients through system and improve patient outcomes at discharge	Daily
State and federal agencies, Governor's office	Virtually, telephone, in person, email, correspondence	Discuss cooperative and complementary efforts and programs; act as liaison to federal and state partners in an effort to work collaboratively. Provide consultation and technical assistance.	Daily
General Public	Virtually, telephone, in person, email, correspondence	Respond to questions/concerns and outline/encourage support for effective local treatment, intervention, postvention and prevention services	Several times a month
Health Service Managers and Executive Leadership	Virtually, telephone, in person, email, correspondence	Policy, procedures, and system recommendations	Daily

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.
- Decisions involving independent judgment and action are made daily to assure that the Divisions program operations are consistent with legislative direction and all applicable statues, rules, policies, regulations, and contract requirements.

- Evaluations, decisions, and recommendations affect staff and systems that support statewide programs and operations for employees.
- Establishment of priorities to meet program and operational objectives.
- Selection of research methods, direction and monitoring of projects to evaluate operational performance.
- Identification of non-compliance issues with federal/state regulations.

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 Administrator 3	0526050	Meetings, email, text, phone, email, TEAMS and other virtual meeting and instant messaging platforms	As needed, daily and weekly	Supervision, problem-solving, communicate updates on progress of major tasks and projects.

SECTION 9. OVERSIGHT FUNCTIONS

a. How many employees are directly supervised by this position? 8

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 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.

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Must have supervising skills, including planning, and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.

Must possess sufficiency of understanding and application of a specialized body of theory and principles of supervision and basic management to demonstrate the knowledge and skills of the class, typically

acquired through related work experiences and/or formal study at the undergraduate level.

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

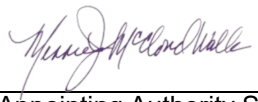
SECTION 11. ORGANIZATIONAL CHART

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  Date 2/23/24