



**STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION**

Position Revised Date:
05/21/2026

Agency: Oregon Health Authority

Division: Oregon State Hospital

☐ 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: Executive Support Specialist 2
- b. Classification No: C0119 c. REPR Code: OAI
- d. Position No: WD: 000000028445; PPDB: 0220003
- e. Working Title: CNO Executive Assistant
- f. Agency No: 44300
- g. Section Title: Administration: Nursing
- h. Employee Name: _____
- i. Work Location (City — County): Salem - Marion
- j. Supervisor Name: _____
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☐ Exempt If Exempt: ☐ Executive ☐ Professional
☒ Non-Exempt ☐ Administrative ☐ Computer
- 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.

Oregon State Hospital (OSH) is a division of the Oregon Health Authority (OHA), which provides person-centered psychiatric treatment for adults from throughout the state who need hospital-level care. The hospital's primary goal is to help people recover from their illness and return to the community. OSH has two campuses, operates 680 beds, employs more than 2,700 staff and serves more than 1,500 people per year. Services include psychiatric evaluation, diagnosis and treatment, as well as community outreach and peer support. The hospital offers a wide variety of

treatment options for a dynamic and clinically challenging population, with a vision to be a psychiatric hospital that inspires hope, promotes safety and supports recovery for all.

The Oregon State Hospital (OSH) 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, learning from, 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.

Section/unit description:

The nursing division provides 24/7 staffing and management of direct patient care including crisis stabilization, medication management, and therapeutic evidence-based interventions in coordination with the organized medical staff providers.

- 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 purpose of this position is to provide confidential executive and administrative support to the Chief Nursing Officer and Nursing Division leaders who oversee daily hospital operations and patient care delivery for the Oregon State Hospital. The incumbent functions with integrity and confidentiality in compliance with HIPAA and dealing with sensitive information. Key functions include preparing reports, managing assigned projects, scheduling and calendar management, and supporting leadership strategic objectives and goals. This role participates in all CNO related meetings, conducts research assignments as assigned, and collects data and information for Nursing leadership. This position is responsible for supporting Nursing meetings including staff and committee meetings, with scheduling and record keeping. This position provides administrative support with requirements for hospital licensure, regulatory standards, compliance, supporting operational communication, and tracking of data for the Nursing division. This position applies and interprets ORSs, OARs, nurse contract language (SEIU and AFSCME), staffing policies and procedures, and hospital and department policies and protocols to effectively carry out its duties. The role requires discretion as it handles highly sensitive matters and information, coordinating projects on behalf of the CNO, and supporting Nursing Services strategic initiatives and regulatory compliance.

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
45%	R	E	<u>Executive Support</u> • Acts to relieve the Chief Nursing Officer of operational and clerical tasks by providing information to those requesting it, in accordance with established policies and procedures. • Acts on behalf of the CNO in the application of department regulations, programs, standards and supporting procedures related to Nurse Staffing Plans. • Drafts materials on behalf of and/or for review by the CNO. Including, but not limited to correspondence, presentations, meeting minutes, reports, and talking points. • Acts on behalf of the CNO in screening telephone inquiries and requests, prioritizing, delegating responsibility to others or researching and referring matters for final decision.

			• Maintains the CNOs complex schedule by keeping it clear of conflicts and ensuring efficient time management; advises of merits of scheduling requests given previous commitments or alternatives; interfaces with requestor to ensure that the meeting/event requirements are fulfilled. • Plans, organizes, and manages the CNO schedule and meetings with OSH leadership and staff, and union stakeholders. This includes reserving and setting up equipment for meeting/presentation needs and coordinating travel arrangements for speaking engagements, hearings, conferences, and meetings. • Prepares CNO daily schedule with associated briefing and background materials for upcoming meetings and events. • Prioritizes and analyzes CNO mail and assigns responsibility for action, maintains log of correspondence, tracks deadlines and takes action to ensure a timely response. • Anticipates CNO needs by screening requests, researching, summarizing, and furnishing necessary information to make sound decisions. • Ensures all records produced by or on behalf of the Nursing Division are maintained in accordance with all applicable policies, retention laws, and statutes. • Provide backup coverage with ESS2 duties when Assistant to the Senior Nursing Leadership Staff is out as needed.
30%	R	E	<u>Administrative Support</u> • Oversee and coordinate Nursing Services administrative/systems and office functions; develop and revises office procedures and protocols for efficiency and consistency. • Supports the Nursing division senior leadership team in planning and implementation when decisions are made. • Facilitate administrative support needs on behalf of the CNO and Nursing Division (flexible work solutions, etc.). • Must function independently with good judgement to gather information to inform and plan agendas, organize presenters and distribute required documents. • Manages meeting agenda development and accurately records the minutes of required meetings; tracks and ensures that issues are followed up within the timeframes established and/or in compliance with regulatory deadlines. • Processes personnel actions for staff departures, including: FMLA, HR, E&I and fact-finding documents. • Participate in new staff onboarding activities by submitting and ensuring background checks have been approved, appropriate forms are filled out, proper access is given and the new employee has all the necessary equipment ready to start.

			• Maintains and updates tracking systems for contract renewals, background checks, licensure reviews and other compliance-related deadlines. • Supports Nursing division to maintain records on validation of credentials for differential pay, competency and education completion, e.g., annual training, glucometer training etc. • Coordinates and conducts required background/abuse recheck records on current nurses and unit staff. Follows up to ensure communication of completed/non-completed records and files.
20%	R	E	<u>Nursing Services Office Management</u> • Draft, update, and maintain assigned OSH policy documents to govern administrative procedures such as flexible work solutions, overtime authorization, and delegated authority, etc. for the division. • Orders, tracks and obtains necessary nursing resources including related facilities, equipment, and supplies through requisitions, purchase orders and work requests in compliance with purchasing policies and procedures. • Assists in coordinating and tracking the Nursing Division budget for supplies and services. • Supports new staff onboarding activities by submitting and ensuring background checks have been approved, appropriate new hire forms are completed, proper access is given and the new employee has all the necessary equipment ready to start. • Provides basic tours of the building, guide staff through the intranet and provides orientation and training with OSH technology systems. • Maintains files for CNO and Nursing division in accordance with OSH recordkeeping policies and procedures. • Assists with computer and cell phone information technology support. • Processes orders for staff access and building/system access needs. • Supports routine scheduled nursing licensure verification status in the Nurses online system with timely reports to nursing leadership on any outliers on active licenses. Processes Nursing staff name changes.
5%			<u>Duties As Assigned</u> • Performs special projects for the CNO, such as managing legislated Nurse Staffing Committee, agency recruitment processes, contract updates and policy guidance • Completes projects that are assigned.

At all times			Demonstrates professional and equitable behavior through awareness, understanding, and alignment with OHA Core Values of Service Excellence, Leadership, Integrity, Health Equity, Partnership and OSH Core Values in Humanity, Equity, Wellness, Partnership, Transparency, and Performance Excellence.
At all times			<u>Cultural Responsiveness:</u> - Consistently treats customers, patients, consumers, stakeholders, community partners, vendors, and colleagues with dignity and respect. Demonstrates recognition of the value of individual and cultural difference; creates a work environment that is respectful and accepting of diversity where talents, abilities and experiences are valued. - Proactively creates and maintains an inclusive work environment for all staff, including those from diverse backgrounds. - Models inclusive and equitable behavior in all aspects of position duties and responsibilities - Demonstrates understanding, applying principles related to eliminating health inequity. Demonstration of effective delivery of culturally responsive, anti-racist, inclusive and trauma-informed services policies and practices, including evidence of ongoing development of personal cultural awareness and humility. - Assures that service delivery is provided in a culturally and linguistically responsive manner; assures that printed materials are available in different languages as needed and/or in alternate format; bilingual services are available and facilities are accessible for all patients, their families and community members.

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.

The person in this position works in a fast-paced, demanding office environment that requires the ability to independently identify and set priorities, adapt to changing situation and issues, multitask, meet deadlines, and anticipate needs of the CNO and Directors of Nursing. Needs to understand the public information requirements and sensitivity of communication of issues and decisions. This person communicates with a range of OSH departments, and individuals from different cultural and ethnic backgrounds, and persons with disabilities and their families. Work may include sensitive and emotionally charged individuals via telephone, e-mail, and in person. Work hours may exceed eight (8) hours in a day or forty (40) hours in a week during critical deadlines.

Presence in the office is required for coverage and coordination of official written documents. Some occasional work may be performed remotely, with manager approval.

In order to be eligible for remote work, staff must have a home office that meets all applicable technology, security, and safety requirements including the ability to provide protection of confidential information accessible from their home office. Security steps may include but are not limited to use of locked file cabinets and desks, regular password maintenance, and any other steps appropriate for the job and the environment. Remote workers must establish and maintain an appropriate environment for work purposes. Staff who work remotely may be required to report to OSH as determined by their manager as part of their regular job to perform duties, receive training, or participate in meetings.

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, Oregon Health Authority and Addiction and Mental Health Services Directives, Department of Administrative Services Policies and Procedures, Oregon State Hospital Policies and Procedures, Code of Federal Regulations, Title 42, other federal laws and regulations, The Joint Commission Comprehensive Standards Manual and Accreditation for Hospitals, and all other appropriate professional guidelines.

b. How are these guidelines used?

These laws, policies, regulations and guidelines are used to govern hospital operations, maintain hospital accreditation, certification and licensing necessary for continued funding and to maintain a high level of patient care, respond to patients, staff, general public and to protect confidentiality and patients' rights and the hospitals' liability.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact? When applicable, please identify contacts that might be virtual/in-person, or both.

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?
OSH and OHA/DHS agency executives, managers, partners and employees	In Person, Telephone, Written	Hospital operations liaison for the Nursing Service Division, provide technical assistance and general assistance.	Daily
Other state and government agency personnel	In Person, Telephone, Written	Hospital operations liaison for the Nursing Service Division, provide technical assistance and general assistance.	Daily
Governor's Office, OAH Board of Directors, Attorney General's Office, Legislature	In Person, Telephone, Written	Exchange of Information Hospital operations liaison for the Nursing Service Division, provide technical assistance and general assistance.	As Required

Key external stakeholders, partners, providers	In Person, Telephone, Written	Exchange of Information Hospital operations liaison for the Nursing Service Division, provide technical assistance and general assistance.	As Required
SEIU, AFSCME representatives	In Person, Telephone, Written	Exchange of Information Hospital operations liaison for the Nursing Service Division, provide technical assistance and general assistance.	Daily
OSH patients	In Person, Telephone, Written	Exchange of Information Hospital operation liaison and general assistance	Daily
General Public	In Person, Telephone, Written	Exchange of Information Hospital operations liaison for the Nursing Service Division, provide technical assistance and general assistance.	Daily

SECTION 7. POSITION-RELATED DECISION MAKING

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

Decisions and completion of assignments are made by direction of the Chief Nursing Officer and/or designee. Utilizes and interprets ORSs, OARs, contract language, staffing policies and procedures, hospital policies and department policies and protocols in making decisions.

This position will:

- Determine what information needs to be corrected, updated, or returned to staff for follow up. Determines when to escalate issues or concerns to CNO.
- Determines how to manage the CNO/DCNO email inboxes, with full access to email and calendar profiles. Makes decisions on how to respond and when to send emails on behalf of the CNO. Makes decisions regarding sensitive and confidential information, and determines when issues or concerns should be escalated to the CNO.
- Represents Nursing Administration in meetings and represents CNO when needed.
- Interprets employment and hospital policies and procedures and applies deadlines, contract requirements, and conducts licensure reviews accordingly. Makes decisions on how to stay in compliance with record-keeping policies and procedures.
- Makes decisions on what topics or priorities to include in committee action plans, CNO meeting agendas, determines what data to gather and share, and ensures annual review reports are developed and submitted within required deadlines. Makes informed decisions on optimal timing for annual and quarterly committee and other meetings to maximize participant engagement and attendance.
- Makes decisions on ensuring nursing employment contracts renewals meet deadline requirements and are in compliance with policies and procedures, agency onboarding processes, contract updates and policy guidance. Makes decisions on how to stay in compliance with record-keeping policies and procedures in this area.

- Makes determinations regarding the appropriate background checks to conduct, identifies which staff members each check applies to, and establishes the required timelines for completion.
- Determines which onboarding forms to complete and submit. Determines what access to provide to new employees in relation to facilities, equipment and hospital systems. Escalates issues or concerns to managers as needed.

This position is responsible for decisions which regularly relate to highly sensitive matters, which requires an ability to triage the workflow between CNO and many management sources. These decisions require tact and collaboration with managers. These decisions affect Nursing Services' ability to function on a fundamental level—communicating in a timely manner, sharing information with the appropriate partners, filling open positions, meeting deadlines, and ultimately serving the patients and the community. This position makes decisions on how to handle information requests from the public on the telephone.

The decisions made by this position include recommending and prioritizing information, projects and policy change requests and have division wide impact. The projects managed by this position are often sensitive and impactful across the division. This position influences the flow of information to (and from) division executive level positions which can determine the quality and responsiveness of these administrative offices.

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
Chief Nursing Officer (Nursing Administrator 2)	000000007608 1005908	Review overall performance for both in-person and remote work as it affects the successful operation of the agency and overall communication flow among staff reporting to the office.	Quarterly and intermittently as needed - Incumbent must work independently and use discretion in judgment and decisions daily.	Supervision and to ensure effective performance of duties. To ensure that the hospital's mission, values, policies, procedures, and protocols are being effectively implemented.

SECTION 9. OVERSIGHT FUNCTIONS *(Supervisory positions only)*

a. How many employees are directly supervised by this position? 0

How many employees are supervised through a subordinate 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.

Must have excellent customer service skills, with the ability to effectively communicate detailed information, both orally and in writing, to a broad spectrum of executive, management, professional, technical, and employees within the agency, other state and federal agencies, and the public.

Advanced skills in Microsoft Office programs (Word, Excel, PowerPoint, Outlook).

Proficiency in other related computer programs (AdobePro, Visio, Sharepoint, Intranet Web Page Editing).

Proficiency and technical troubleshooting experience in video conferencing software programs (Teams, Skype, Zoom, etc.)

Communication must be at a professional level with attention to grammar, spelling, and punctuation. Ability to meet numerous firm deadlines, with frequent interruptions in daily work schedule.

Ability to work with people who have diverse interests.

Understanding of governmental relations and public policy related to issues and challenges facing mental health.

Experience with project management tools and concepts.

Some experience in budget and finance operations and principles.

Minimum of three years of experience assisting an executive of a large organization.

Ability to handle sensitive matters and materials in a confidential manner.

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