



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
07/01/2014

Agency: Oregon Health Authority

Division: Public 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: Compliance Specialist 2
- b. Classification No: C5247 c. Effective Date: 07/01/2014
- d. Position No: 1013302 / 000000005115
- e. Working Title: Investigator
- f. Agency No: 44300
- g. Section Title: Health Licensing Office
- h. Employee Name: _____
- i. Work Location (City — County): Salem – Marion
- j. Supervisor Name: Trampus Schuck
- 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 redistribution of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities.

The Public 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 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.

The mission of the Regulatory Division is to provide centralized regulatory oversight for multiple health related professions by conducting inspections of licensed facilities and practitioners. Inspectors offer consumer protection for health and related professions through education, regulatory enforcement, and partnership building, promote a positive business environment and reduce barriers to licensure for qualified applicants, while providing excellent customer service to all office clients and stakeholders.

- 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 consumer protection while ensuring compliance by licensees based on statutes and administrative rules of the boards, councils and programs administered by the HLO. This is accomplished by conducting thorough investigations of complaints received by the office and providing investigative reports to board members to determine the appropriate plan of action.

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
75%	R	E	<u>Investigations:</u> • Deciphers and applies the office’s statutory authority in relation to complaints/investigations to determine if violations are within the office’s jurisdiction. • Examines all available records which may have a bearing on an investigation, including but not limited to, client/patient records, financial/business records, student transcripts and contractual agreements. • Collects oral, written, photographic and physical evidence according to the rules of evidence to insure chain of custody and integrity for administrative hearings and criminal proceedings. • Interviews individuals in person and by telephone who are connected to complaints/investigations, conducting onsite assessments. • Engages in case related research, working collaboratively with expert witnesses, board members and others with expertise in their appropriate fields, • Explains office services, policies, procedures, statutes and administrative rules to licensees and the public during investigative contacts. • Covertly and overtly observes business activities. • Collaborates with other state and federal agencies. • Informs/advises governmental entities on regulatory and criminal activity in their jurisdictions relating to the boards and councils the HLO regulates. • Writes detailed and comprehensive investigatory reports that are used as a basis for assessing civil penalties. • Imposes sanctions on licensees and the public by issuing citations and proposed orders. • Facilitates and mediates dispute resolution process between the complainant and licensee.

			- Provides technical assistance and conducts training for the public and licensees. - Delivers knowledgeable, accurate, timely and courteous service to the public through telephone, email, fax transmissions, and written correspondence. - Explains and applies rules, laws, procedures, and office program information to the public regarding certification, licensure, registration, and examination for all programs. - Analyzes office database information to identify compliance and licensing trends.
15%	R	E	- Writes and executes emergency suspensions based upon the severity of the violation(s). - Writes and executes administrative search warrants and subpoenas. - Writes and executes Notices of Intent to access civil penalties, suspensions, and revocations. - Testifies at administrative hearings, civil proceedings, and criminal trials. - Makes recommendations and assists in drafting proposed changes in rules and policies to improve compliance, customer service and client safety. - Assesses the need for training and outreach by the office for licensees and facility owners to gain compliance. - Develops training regarding statutes, administrative rules, and gaining/maintaining compliance for students enrolled in career schools. - Participates in public speaking engagements relating to office regulatory compliance. - Develops, composes, and maintains office procedures that help lead regulatory activities.
5%	R	E	<u>Inspections:</u> Assists the office inspectors in conducting inspections of facilities, temporary facilities, mobile facilities, independent contractors, and practitioners for compliance with health safety and sanitation standards and certification/licensing requirements.
5%	R	E	<u>Other Duties:</u> - Participates in office committee meetings as assigned. - May be assigned special projects or brief non-routine assignments within their division or other office divisions.
At all times	N	E	<u>Professional Conduct:</u> - Consistently treats customers, stakeholders, partners, vendors and co-workers with dignity and respect. - Creates and maintains a work environment that is welcoming and respectful of diversity. - Sets clear guidelines and models expected professional behaviors.

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.

Office environment requires occasional standing, bending, and lifting under 25 pounds. This position has frequent contact and interruptions with staff, licensees, public, office stakeholders, and others with conflicting priorities. Requires working on a computer to record investigations and occasional inspections into a software database program and to write investigative reports; routinely handles angry or irate customers; may be required to work a flexible work schedule and intermittent overtime. Occasional travel in a state-owned vehicle driving in all weather conditions may be required.

This position may be eligible for a hybrid (office/remote) role based on management's determination of eligibility and work schedule. To be eligible for a hybrid schedule, staff must have an alternate workplace that meets all applicable technology, security, safety, and software system access requirements, including the ability to protect confidential information. Hybrid work staff must establish and maintain an appropriate environment and schedule when working from an alternate workplace and report regularly to a state office location as determined by management.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures:

- Oregon Administrative Rules (OAR)
- Oregon Revised Statutes (ORS)
- DAS State-Wide Policies and Procedures
- OHA/PHD/HLO Policies and Procedures
- HLO Desk Reference and Procedure Manuals
- HLO Computer References and User Guides
- OHA Employee Handbook
- SEIU Collective Bargaining Agreement
- Public Meetings and Public Records Law Manual
- Administrative Law Manual
- Administrative Procedures Act All Applicable State and Federal Laws, Regulations and Policies

b. How are these guidelines used?

As references and guidelines to provide context and technical instruction in carrying out work assignments and performance of the job. To ensure accurate information is being provided to applicants, licensees, the public, board/council members and other HLO stakeholders. Also used as guidelines in maintaining a professional work environment which ensures accountability in presenting and maintaining a professional attitude and behavior in the workplace.

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?
Licensees	Telephone, in person, email, fax and written correspondence	Conducts investigations, answers questions, provides information, clarifies policies, procedures, laws, and rules, and seek resolutions.	Daily
Public	Telephone, in person, email, fax and written correspondence	Answers questions, provides information, clarifies policies, procedures, laws, and rules, and seek resolutions.	Daily
Board Members/ Representatives of professional organizations or associations	Telephone, in person, email, fax and written correspondence	Answers questions, provides information, clarifies policies, procedures, laws, and rules, and seek resolutions.	As needed
Other agencies	Telephone, in person, email, fax and written correspondence	Answers questions, provides information, clarifies policies, procedures, laws, and rules, and seek resolutions.	As needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

The Compliance Specialist routinely refers Oregon Revised Statutes and Oregon Administrative Rules to make decisions related to applying sanctions against a licensed individual or facility in an investigation. Inaccurate or incorrect documentation could invalidate contested case hearings causing a loss of public protection measures. It could also jeopardize office actions regarding an individual's eligibility for licensure, examinations, and the ability to practice. This position must illustrate accuracy, consistency and maximize limited department resources.

The Compliance Specialist decides and develops an investigative work plan for each case they handle. In doing so, they must decide who to interview, items/evidence to collect, and what other governmental entities need to be notified. If this is done poorly, the health and welfare of the public could be jeopardized, evidence and witnesses can be lost, resulting in the inability to close a case properly. This leads to the loss of credibility with the public, Board/Council members, and could adversely affect the office, State of Oregon and livelihood of professionals seeking licensure to operate.

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
CRM2	6999971	In person, email written correspondence and in meetings.	As needed	Answer questions and provide direction, set priorities, ensure accuracy and completion of work, performance evaluations.

SECTION 9. OVERSIGHT FUNCTIONS

a. How many employees are directly supervised by this position? N/A

How many employees are supervised through a subordinate supervisor? N/A

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.

- Demonstrate strong interactive skills, including the ability to listen and retain information.
- Ability to clearly articulate using verbal and written communication while conveying office processes, interviewing, note taking, chronological logging of case files and report writing.
- Knowledge of Oregon Statutes and Administrative Rules and the ability to interpret and apply appropriately.
- Ability to work independently with minimal level of instruction or oversight, but within prescribed authority or parameters of position and assignment.
- Ability to work productively in a changing, fast-paced work environment.
- Experience in presenting findings-of-fact during board meetings and administrative hearings while remaining neutral in opinion.

- You must have a valid driver's license with an acceptable driving record. If not, you must be able to provide an alternate method of transportation.

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