



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
2-1-2024

Agency: Oregon Health Authority

Division: Health Policy and Analytics

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: 7084 c. Effective Date: 2-1-2024
- d. Position No: 1025775
- e. Working Title: Business Operations Manager
- f. Agency No: 44300
- g. Section Title: HPA Office of Business Operations
- h. Employee Name: _____
- i. Work Location (City — County): _____
- j. Supervisor Name: Matt Betts
- 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.

This position resides within the Division of Health Policy and Analytics (HPA) of the Oregon Health Authority (OHA).

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 Division of Health Policy and Analytics develops and implements innovative approaches to achieving health equity by lowering health care costs and achieving better health and better health care for all Oregonians. HPA is aligned with the Oregon Health Authority’s core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In HPA’s 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.

HPA is organized into seven offices: The Office of Health Policy; the Office of Delivery Systems Innovation; the Office of Health Analytics; the Office of Health Information Technology; the Public Employees Benefit Board and the Oregon Educators Benefit Board; the Oregon Health Insurance Marketplace, and ; the Office of Business Operations. The Division is responsible for providing agency-wide policy development, strategic planning, clinical leadership, and statewide delivery

system technology tools to support care coordination, health system transformation support, and health system performance evaluation reports.

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 manage operations for the HPA division, manage large scale projects, and manage process improvement projects relating to operations. This position will build the project improvement portfolio for the divisions processes and direct the team who will implement, manage, and provide direction to operations staff managing the divisions staffing resources, workforce strategy, and manage positions management for the division. This position will also manage the grants management function for the division. This management position will maintain the business continuity of operations for the division and other risk management deliverables.

This position will play a key role in building and maintaining equity in our operations team and in the division through partnering with outside entities to improve equity in our hiring practices. This manager will also lead equity-based projects to contribute to the achievement of the OHA 2030 goal of eliminating health inequities.

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%	N	E	<p>Hiring and Position Management</p> <ul style="list-style-type: none"> • Oversee recruitment, hiring, staffing and on-boarding processes. • In collaboration with Director of Operations other division leaders and managers, develop and manage the workforce strategy for the division. • Ensure the establishment and maintenance of an equitable hiring process and supporting toolset. • Partner with division managers to ensure that the equitable hiring processes evolve with advancements in equity practices. • Oversee the consistent use of the hiring process ensuring the appropriate documentation and archiving are maintained. • Develop and manage tracking practices to ensure that the hiring and position management processes are documented and that appropriate metrics are used to monitor trends for updating and improving our hiring and position management processes. • Manage operations coordination staff in the onboarding of new staff members in the Health Policy and Analytics division. • Develop onboarding tools and processes for the efficient

			<p>and equitable onboarding of employees hired into the division. Ensure a welcoming environment and maintain staff engagement throughout the employment lifecycle.</p> <ul style="list-style-type: none"> • Provide guidance to division leaders in appropriate number and classification use of qualified staff to ensure workload balances in program areas as a part of program level workforce strategies.
20%	N	E	<p>Operations Process Improvement, Process Continuity and Risk Management</p> <ul style="list-style-type: none"> • In concert with the directors and managers of the division, develop strategies for effective and efficient execution of operational processes. • In conjunction with director of operations, provide direction and oversight of operations coordinators and managers in the deployment of the operations strategies for the division. • Provide direction to operations coordinators in the development of consistent and standard operating procedures and processes. • Maintain responsibility for the division continuity of operations plan following the agency-wide and statewide standards. • Work across the division to develop systems, tools, and procedures to assist staff and managers in following legal requirements, DAS and OHA policies, and achieve divisional and organizational objectives. • Work with the Director of Operation to prioritize projects in the portfolio based on division need and input from program directors in the division. • Manage operations and project staff members managing improvement projects and the risk management function. • Provide leadership in the development of risk management practices for contracting, financial and budget, and other operations processes.
15%	N	E	<p>Grants Management</p> <ul style="list-style-type: none"> • Oversee and direct all division grant application submissions and periodically review for compliance, maintain contact with federal grantors and provide direction to program staff on grant compliance and execution. • Oversee all grant related contract development and negotiations with contracted parties, provide oversight and review for grant related contracts and agreements. • Maintain the divisions accounts with federal systems for

			grant application and grant reporting. Hold responsibility as the division point of contact with federal partners for all HPA grants.
15%	N	E	<p>Project Management</p> <ul style="list-style-type: none"> • Build and maintain the operational project management portfolio for the division. • Provide oversight to ensure that projects are completed on time, within scope and within budget. • Develop best practices and tools for project management using industry tools such as the PMBOK to provide guidance to programs throughout the division. • Manage division project managers and project coordinators.
5%	NC	E	Attend meetings, conferences and other events as needed or requested by supervisor. Participate in other projects and duties as assigned by the director of operations.
Always	NC	E	Demonstrates understanding of OHA affirmative action objectives and actively seeks to achieve goals.
Always	NC	E	Consistently treats customers, stakeholders, partners, vendors and co-workers with dignity and respect. Creates and maintains a work environment that is respectful and accepting of diversity. Sets clear guidelines and models expected office professional behaviors. Establishes and maintains clear methods for reporting inappropriate actions.

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 work location for this position is in a based in Portland or Salem in an office, cubicle and/or an agreed upon remote work environment with significant use of a computer and video conferencing. The work location may be changed at any time at the discretion of the hiring manager. Confidentiality of information must be maintained at all times.

Occasional travel to meetings will be required with some travel to trainings.

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, federal and state laws and rules governing employment, SEIU Contract, Attorney General Model Rules, DAS and OHA Policies and Procedures.

HPA Policy and Procedures Manual, Internal Operations Manual, DAS Public Contracting Rules, OHA/ODHS Travel Policies, Oregon State Archives Manual, Oregon Attorney General's Public Records and Meeting Manual.

State legislation involving health care to Oregonians, Titles XIX and XXI of the federal Social Security Act, federal Employee Retirement and Income Security Act, rules and guidance issued by the federal department of Health and Human Services and the Centers for Medicaid and Medicare Services.

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 to fit the specific problem.

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?
Health Policy & Analytics Staff and Managers	Telephone, in person, in writing	Plan, resolve problems, convey information	Daily/As needed
Staff in other divisions including: HR, OIS, Facilities, Director's Office	Telephone, in person, in writing	Coordinating business operations across HR, Facilities, IT, etc. Coordinate personnel actions and assure appropriateness; coordinate information services support and equipment acquisition; coordinate space negotiations.	Daily/ Weekly
Staff in other Agencies including: DHS, DAS, DOJ, AG's Office	Telephone, in person, in writing	Plan, resolve problems, convey information	As needed
Vendors/Contractors	Telephone, in person, in writing	Plan, resolve problems, convey information	As needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

Decisions involving independent judgment and action are made daily to assure 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 program operations serving all Oregonians and for approximately 300 employees.

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
Director of Business Operations	1004128	Frequent discussions and confers.	Daily, weekly	Input and exchange of information.
		Formal review.	Annually	Provide performance feedback and direction.

SECTION 9. OVERSIGHT FUNCTIONS

a. How many employees are directly supervised by this position? 10

How many employees are supervised through a subordinate supervisor? 0

b. Which of the following activities does this position do?

- | | |
|---|--|
| <input checked="" type="checkbox"/> Plan work | <input checked="" type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work | <input checked="" type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Responds to grievances | <input checked="" type="checkbox"/> Gives input for performance evaluations |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" type="checkbox"/> 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.

General knowledge of the principles and practices of management, including planning, organizing, directing, motivating, controlling and decision making.

General knowledge of the principles and practices of organizational behavior.
Basic knowledge of public speaking techniques.

Skill in communicating effectively in writing and in oral expression.

Position requires a strong customer service orientation and a high degree of responsiveness to customer requirements. Because of the high profile of the activities, projects and programs in the Health Policy & Analytics division and the varied customers of these Offices, this position demands innovative thinking, flexibility and an ability to manage change and varied resources.

Skill in supervising, 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.

Skill in organizing work by establishing operating and/or reporting relationships and by assigning the work accordingly.

Skill in selecting and developing staff by utilizing participatory management, personnel assessment and performance review.

This position requires the ability to apply a high level of sound, independent judgment in the coordination and prioritizing of projects and activities across multiple operational and administrative systems, extensive experience with Oregon state personnel systems, the ability to interact with all levels of staff and representatives of State, Local and Federal agencies who have varying communication styles and needs, and the ability to effectively recognize problems and implement solutions through the coordination of resources and guidance of personnel.

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
Health Policy and Analytics	\$150,000.00	GF,OF,FF

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

2/26/24

Date