[Click here to link to instructions](https://apps.state.or.us/Forms/Served/oe0105h.doc) **All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.**

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|  | | **STATE OF OREGON** Oregon Health Authority (OHA)POSITION DESCRIPTION | | | | | | | **Position Revised Date:**  **This position is:** | | |
| **Agency:** Oregon Health Authority  **Division:** Equity and Inclusion Division  New  Revised | | | | | | | | | [Classified](http://egov.oregon.gov/DAS/HR/docs/class/ClassGuidefin.pdf)  [Unclassified](http://egov.oregon.gov/DAS/HR/docs/class/ClassGuidefin.pdf)  Executive Service  Mgmt Svc – Supervisory  Mgmt Svc – Managerial  Mgmt Svc – Confidential | | |
| **SECTION 1. POSITION INFORMATION** | | | | | | | | | | | |
| **a.** Classification Title: | | | Program Analyst 3 | | | | | | | | |
| **b.** Classification No: | | | \_ C0862\_\_\_\_\_\_\_\_ | | | | | **c.** Effective Date: | | 10/1/2021\_\_\_\_\_\_\_ | |
| **d.** Position No: | | | \_\_1019452\_\_\_\_\_\_\_ | | | | |  | | | |
| **e.** Working Title: | | | Health Care Interpreter Program Analyst | | | | | | | | |
| **f.** Agency No: | | | 44300 | |  | | | | | | |
| **g.** Section Title: | | | \_Equity and Inclusion Division\_\_\_\_\_\_\_\_ | | | | | | | | |
| **h.** Employee Name: | | |  | | | | | | | | |
| **i.** Work Location (City — County): | | | | | Portland – Multnomah County/Hybrid (To be decided) | | | | | | |
| **j.** Supervisor Name: | | | Shelley Das\_\_\_\_\_\_\_ | | | | | | | | |
| **k.** Position: | Permanent  Seasonal  Limited Duration  Academic Year  Full-Time  Part-Time  Intermittent  Job Share | | | | | | | | | | |
| **l.** FLSA: | Exempt  Non-Exempt | | | If Exempt: | | Executive  Professional  Administrative | **m.** Eligible for Overtime: | | | | Yes  No |

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| SECTION 2. PROGRAM AND POSITION INFORMATION |

1. **Describe the program in which this position exists. Include program purpose, who’s affected, size and scope. Include relationship to agency mission.**

The Oregon Health Authority (OHA) is the organization at the forefront of lowering and containing costs, improving quality, and increasing access to health care in order to improve the lifelong health of Oregonians. OHA is responsible for most state health services and for implementing the health care reforms in House Bill 2009. The agency is comprised of eight divisions: Agency Operations, Equity and Inclusion, External Relations, Fiscal and Operations, Health Policy and Analytics, Health Systems, Oregon State Hospital and Public Health. The Oregon Health Policy Board (OHPB) serves as the policymaking and oversight body of OHA and is responsible for working towards comprehensive health reform in our state. The nine-member board is comprised of community members from across the state who have an interest in health and health care and have strong relationships with the communities they represent.

OHA Vision: A healthy Oregon.

OHA Mission: Ensuring all people and communities can achieve optimum physical, mental, and social well-being through partnerships, prevention, and access to quality, affordable health care.

Core Values: Health Equity, Service Excellence, Integrity, Leadership, Partnership, Innovation, and Transparency.

In 2019, the Oregon Health Policy Board and OHA adopted a definition of Health Equity:

*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, 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.*

To fulfill OHA’s vision and mission, the agency is developing a strategic plan with a single overarching goal: to eliminate health inequity in Oregon by 2030.

The Office of Equity and Inclusion (OEI), a division of OHA, works with diverse communities to eliminate health gaps and promote optimal health in Oregon. By connecting people, policy and programs, we can make substantial, measurable progress in improving the health of all Oregonians. The division is organized into three units:

1. Diversity, Inclusion, Training and Civil Rights (including civil rights processes for employees – (internal) and the public (external) and affirmative action/EEO);
2. Health Equity, Policy and Community Engagement (including Developing Equity Leadership through Training and Action (DELTA), Regional Health Equity Coalitions (RHEC), Cultural Competence Continuing Education (CCCE), Traditional Health Worker Program (THW), and Healthcare Interpreter Program (HCI); and
3. Business Support (including equity research, analytics and REALD).

This position contributes to a larger effort to integrate the OHA health equity definition into the agency’s strategic plan framework and informs many evolving community engagement-related work streams. This position holds a critical role in ensuring that OHA and the state have capacity to provide baseline community-centered preventive services throughout Oregon.  The ongoing COVID-19 pandemic and wildfire responses have underscored the critical and avoidable gaps in the state’s capacity to provide information and services to Oregonians who have been most impacted by health and social inequities.  This position is also part of the effort to bring the agency and the state up to its baseline obligations to provide culturally and linguistically appropriate services mandated by state and federal law. Examples of evolving work streams that this position contributes to include but are not limited to:

* The state’s 115 Waiver application for 2022-2027, a Medicaid Demonstration renewal request to the Centers for Medicare & Medicaid Services (CMS);

* Implementation of CCO 2.0 policy recommendations for 2019-2024 that guide the Oregon Health Plan, and CCO 3.0 policy development for 2024 and beyond;
* Public health modernization, an effort to update Oregon’s governmental public health system to address identified gaps, one of which includes expanding health equity capacity;
* Implementation of the 2020-2024 State Health Improvement Plan that identifies population-wide strategies for improving the health of people in Oregon; and
* The state’s long-term response to the COVID-19 pandemic, addressing disparate impacts on communities experiencing inequities.

The Health Care Interpreter Program Analyst position serves within the OHA Office of Equity and Inclusion (OEI). OEI’s mission is to engage and align diverse community voices and the Oregon Health Authority to assure the elimination of avoidable health gaps and promote optimal health in Oregon. OEI works within OHA and in the community by providing leadership and support for diversity and cultural competency initiatives, community engagement with racially/ethnically diverse individuals and community organizations, health equity program and policy development and organizational capacity building technical assistance to reduce health disparities and promote health equity.

**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:**

This position supports the development and effective utilization of health care interpreters in Coordinated Care Organizations (CCOs), public health, and community based settings, and the larger health system. The poslition works closely with stakeholders to design and implement policy realted to HCIs, Additionally the position develops and implements processes to certify health care interpreters and approve HCI training programs in Oregon.

Key deliverables of this position include 1) coordinating the Health Care Interpreter Program within the Office of Equity and Inclusion; 2) convening and coordinating stakeholder groups, including appointed council members; recommending competency and training standards for health care interpreters and training programs; 3) maintaining a registry of qualified and certified health care interpreters, approved training programs; 4) providing complex program and policy consultation and leadership with respect to program implementation and evaluation of program and workforce outcomes, working with the HCI Council and community partners to enhance policy related to the HCI workforce,collecting and analyzing workforce, evaluative and outcome data related to HCIs, and providing updates and reports to OHA leadership, the HCI Council, CCOs, funders, and community partners.

The position identifies, assesses, monitors pertinent bills during the legislative session and supports rulemaking processes related to the HCI workforce and program.

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| **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** |

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| At all times |  | E | Demonstrate recognition of the value of individual and cultural differences; create a work environment where talents and abilities are valued. The holder of this position will consistently treat customers, community partners, stakeholders, and coworkers with dignity and respect. |
| 20% | NC | E | Implement strategic program plan to support a sustainable and effective Health Care Interpreter Program within the OHA Office of Equity and Inclusion. Includes coordinating the program, ongoing monitoring and evaluating against goals and outcomes established by the Program. |
| 30% | NC | E | Coordinate and staff the Oregon Health Care Interpreter Council and its subcommittees. Implement and monitor Commission goals, deliverables and timelines. Assure the appropriate support is provided to support these bodies, including coordinating the work of program assistants to schedule and announce meetings, provide staffing support, record meeting decisions and disseminate to appropriate parties. |
| 15% | NC | E | Provide and broker technical assistance and training to inform health care professionals, state agency leaders, legislators, appointed officials, state and national conferences, racial and ethnic community leaders and the community-at-large of evidence-based and promising practices, current research and effective evaluation methods regarding the role and utilization of Health Care Interpreters. Coordinate community outreach and provide education with respect to the Health Care Interpreter Program to health providers and systems, local county health departments, consumers and consumer organizations. |
| 15% | NC | E | Respond to stakeholder requests for information, and provide professional and timely responses to phone calls and emails. Post information about program, Council meetings to websites. Draft reports to various regulatory bodies. |
| 10% | NC | E | Oversee the collection of data through the HCI Registry and maintenance of technology (database/registry) needed to sustain, evaluate, and modify the program. |
| 5% | NC | E | Work closely with OEI Individual Civil Rights program staff and OHA Legal Counsel and leadership to ensure timely, effective response to complaints and grievances related to the HCI Workforce. Develop and implement the complaints and grievance processes. |
| 5% | NC | E | Other duties as assigned. |

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| **SECTION 4. WORKING CONDITIONS** |

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

The position requires the ability to work effectively with culturally and linguistically diverse communities. Normal office setting with in-state and out-of-state travel required. Occasional overtime may be required in the evenings or weekends to appropriately serve diverse communities.

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| **SECTION 5. GUIDELINES** |

1. **List any established guidelines used in this position, such as state or federal laws,**

**regulations, policies, manuals, or desk procedures:**

**Legislatively Mandated Guidelines for this position:**

Title VI of the Civil Rights Act of 1964

ORS 413.550

ORS 410.141.3590

OAR 333-002-0000

Guidelines used to do this job include:

State legislation involving health care to Oregonians

Oregon Revised Statutes (ORS)

DAS and OHA Administrative Rules and Policies, and Administrator's manual and budget instructions

Oregon Revised Statues and Oregon Administrative Rules

Management Directives

Collective Bargaining Agreements

The Americans with Disabilities Act

Coordinated Care Organization/OHA contracts

DHS-OHA Alternate Format and Language Access Services Policy

OHA Race, Ethnicity, Language and Disability (REALD) Data Collection Standards Policy

OHA Tribal Consultation and Urban Indian Health Program Confer Policy

Federal Regulations

National and state confidentiality and privacy guidelines such as HIPAA and 42CFR privacy rules.

Oregon Health Plan Enrollment and Eligibility Procedures

This job requires frequent contact with data systems for which data dictionaries, procedures and

policies exist.

1. **How are these guidelines used?**

To perform the duties of the position with limited supervision. The incumbent must be proactive in applying the guidelines in the course of their daily work, and using judgment in making project, program, and policy decisions based upon the appropriate sources of guidance.

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| **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?** |

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| Community Stakeholders, Community based organizations, Tribes, advocacy groups | Phone/Letter/ meeting/Email | Engage and share information, gather input on programming, report on program status; interpret and explain laws, rules, and regulations; collaborate on committee work. | As needed |
| Oregon Council on Healthcare Interpreters and sub-committees | Phone/Letter/ meeting/Email | Engage and share information, gather input on programming, report on program status; interpret and explain laws, rules, and regulations; collaborate on committee work. | Monthly/as needed |
| Health Care/Systems, CCOs; | Phone/Letter/ meeting/Email | Collect, provide and discuss information; coordinate projects; provide consultative advice, research finding; collaborate on legislative or policy changes related to advancing HCIs. | As needed |
| OHA Operations and Policy Analysts, Program Managers and Analysts. | Phone/Letter/ meeting/Email | Collect, provide and discuss information; coordinate projects; provide consultative advice, research finding; collaborate on legislative or policy changes related to advancing HCIs. | As needed |
| General Public | Phone/Letter/Virtual meeting/Email | Engagement and collaboration | As needed |
| Representatives from other state agencies other local, regional or national health organizations | Phone/Letter/Virtual meeting/Email | Collaboration | As needed |

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| **SECTION 7. POSITION-RELATED DECISION MAKING** |

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

Develops operational plans and approaches to meeting program deliverables- directly affects budget, resource development. Identifies and engages stakeholders in policy decisions and operational procedures that directly affect stakeholders. Creates agendas and facilitates meetings, creates materials and resources - provides information to stakeholders and decision makers. The position requires regular policy, program, project, and expenditure decisions based on knowledge of program requirements, and general guidance from funders. In particular, the position assures that directives from the OEI Administrator and Unit Manager are institutionally appropriate, are in keeping with agency mission, and respect culturally and linguistically diverse communities throughout the State of Oregon. The position will have significant responsibility for the development of program goals, objectives and outcomes. The position prioritizes technical assistance projects and determines extent of technical assistance, conducts program assessment and makes recommendations to programs and agencies, and decides within budget allowances how to distribute resources to meet OHA and OEI goals.

Decisions made by the position may result in commitment of time, resources, and expenditures from other state programs, local community based groups and policy makers. The position works closely within OEI regarding the utilization and development of resources, strategic planning, program development and evaluation, research and training, and grant development and management. The position also supports OEI in assuring that client ethnicity and related factors are collected, tracking systems evolve in ways that recognize a diverse service population, and performance measures are created in ways to promote culturally and linguistically competent service delivery. This is a key position for OEI in eliminating racial and ethnic health disparities.

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| **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** |

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| PEM F | 0000186 | In person, phone, email, virtual meetings, group meetings | Weekly, monthly, and as needed | Supervision, Identification of priorities, discussion of problems, concerns, strategic planning, Monitoring progress and updates on activities, Management of workload. |
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| **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 | | |

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| **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.**

Bachelor’s degree in public health, health policy, human services, social work, behavioral or social sciences, education, ethnic studies, public administration or otherwise related field is preferred.

**Desired knowledge, skills and abilities (KSAs) for this position:**

*Note: qualified candidates may not hold all KSAs listed below but must be willing to learn.*

Knowledge of behavioral and physical health care delivery system.

Knowledge of research and practices in health care.

Knowledge and experience with health care workforce training/certification processes.

Knowledge of and experience working with/within culturally and linguistically diverse communities.

Knowledge of Limited English Proficient population, language access, spoken language and sign language interpretation and linguistically appropriate services.

Demonstrated eperience of doing multiple projects and short timelines.

Demonstrated provision of technical assistance in organizational change strategies and methodologies.

Demonstrated experience in setting program goals and objectives and evaluating program success towards goals/objectives.

Demonstrated experience convening, staffing, and facilitating advisory councils or committees.

Demonstrated experience serving in a lead role in team projects.

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| **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. |

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| SECTION 12. SIGNATURES | | | | |
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| Employee Signature |  | Date |  |
|  |  |  |  |
| Supervisor Signature |  | Date |  |
|  |  |  |  |
| Appointing Authority Signature |  | Date |  |