



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:

Agency: Oregon Health Authority

Division: Equity and Inclusion 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: Operations & Policy Analyst 4
- b. Classification No: X0863 c. Effective Date: 4/29/2024
- d. Position No: 1019452 / 00000000140016
- e. Working Title: Health Care Interpreter Policy Strategist
- f. Agency No: 44300
- g. Section Title: Equity and Policy
- h. Employee Name: Vacant
- i. Work Location (City — County): Portland – Multnomah
- j. Supervisor Name: Edna Nyamu, Manager
- 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.

The Oregon Health Authority (OHA) is a state government agency with a single overarching goal: eliminate health inequities in Oregon by 2030. To achieve this transformational goal, OHA is on a journey to become an anti-racist organization. OHA definition for 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, 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 values health equity, service excellence, integrity, leadership, partnership, innovation, and transparency. The agency is comprised of the OHA Director’s Office / Tribal Affairs and 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.

The Equity and Inclusion Division of OHA is leading on behalf of OHA and the state of Oregon the most ambitious, equity centered health system transformation in the nation. Working with diverse communities, all divisions of the agency and the statewide health delivery system, including Medicaid, the Oregon State Hospital and Public Health to eliminate health gaps and health inequities by 2030. Promoting optimal health for all people in Oregon, the Equity and Inclusion Division provides subject matter expertise in equity, inclusion, social justice, anti-racism, and anti-oppression to make measurable progress in improving the health of all Oregonians. The division is organized into four 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 division operations);
- (4) REALD and SOGI (including demographic data collection in the health delivery and public health systems, research and data analysis, data justice and community engagement).

E&I 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, 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.

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:

Serve as a high-level policy advisor to OHA leadership and senior management on health care interpreter program for the agency. This position is responsible for contributing to agency-wide organizational improvements to enhance the health care interpreter program (HCI). The aim is to ensure that the Oregon Health Authority (OHA) meets or exceeds all aspects of HCI services in compliance with federal and state language access service obligations.

This position is responsible for producing deliverables that include the strategic plan to enhance collaboration on HCI-related operations both within the division and across the agency. The role will also involve the creation of live HCI data dashboards, ongoing enhancements to the publicly accessible HCI registry, and improvements to the Oregon Workforce portal. Additionally, it will be tasked with generating relevant supporting documentation for the workforce and health care providers that employ HCIs, as defined in OAR 950-050-000, as well as addressing other emerging needs. This position plays a crucial role in the state Medicaid system by providing healthcare interpreting services for Medicaid members who require assistance with interpretation.

The position is responsible for ensuring program integrity and developing systems that foster collaborative partnerships both within the agency and with other state agencies. This role involves recommending program standards and structures to various organizations and agency programs, as well as formulating and implementing program policies and changes aimed at benefiting the state, partner agencies, and program recipients. The Lead maintains regular communication with a diverse array of partners, including state leadership, other state personnel, healthcare providers, local governments, and community partners, while serving in a consultative capacity.

The position works independently to plan and coordinate the efforts of the state program and stimulates joint planning across the agency and with contract organizations such as CCOs. It holds a consultative role for Coordinated Care Organizations (CCOs), health care providers, cross-agency partners and leadership, local public health, and community-based settings, oversight entities and boards, and the larger health system and members of the public and gives authoritative advice on program OARs, content and intent.

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	NC	E	Cultural Competence: • 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, and coworkers with dignity and respect. • Fosters an inclusive and respectful workplace culture that values individual talents, abilities, and experiences. • Recognizes the significance of appreciating individual and cultural differences and are committed to treating all staff, colleagues, and partners with dignity and respect, while actively supporting our equity objectives. • Individually promotes continuous development in areas such as anti-racism, the elimination of health inequities, trauma-informed and resiliency practices, social determinants of health and equity, universal accessibility, and the creation of diverse and inclusive workplace environments. • Recognizes the value of individual and cultural differences; helps to create a work environment that is respectful and accepting of diversity where talents, abilities and experiences are valued. • Creates effective delivery of culturally responsive, anti-racist, inclusive, and trauma-informed services, approaches, policies, and practices, including evidence of ongoing development of personal cultural awareness and humility. • Consistently treat collaborators, partners, and co-workers with dignity and respect. • Utilize diversity in the workforce by incorporating diverse perspectives into program decisions. • Gain necessary skills and attend required training to participate in the development and implementation of a program that fosters cultural competency and multi-cultural organization development. • Actively solicit and engage diverse groups in program planning and implementation. • Attend regular team meetings dealing with problem identification and resolution. • Engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations.

			• Develop good working relationships with division and agency staff and supervisors through accomplished duties; identify and resolve problems in a constructive manner. • Demonstrate openness to constructive feedback and suggestions to strengthen work performance. • Contribute to a positive, respectful, and productive work atmosphere consistent with the agency's anti-racism and health equity foundation.
50%	R	E	Project Management • Apply policy analysis directed at across agency improvements and working with partners from different state agencies and internal to E&I for HCI systems improvement. • Develops and implements a thorough assessment of HCI services shared internally within OHA and ODHS to enhance operational efficiency. • Develop a strategic plan aimed at enhancing efficiencies throughout the agency regarding HCI activities and policies. • Develop an internal strategic plan, including goals, milestones, and timelines, while identifying performance measures or indicators for systems improvements. • Oversee the ongoing improvement, assessment, and maintenance of Health Care Integration (HCI) policies and procedures for the Oregon Health Authority (OHA) and its contractors, including Coordinated Care Organizations (CCOs). • This role ensures that the administrative, policy, and technical functions of OHA's HCI program align with OHA's strategic goal of eliminating health inequities by 2030 and in compliance. • Provide comprehensive and strategic project management solutions to support the growing HCI workforce and the healthcare providers that engage them, while ensuring adherence to the Affordable Care Act, the Americans with Disabilities Act, the Rehabilitation Act, and relevant Medicaid regulations. • Guide IT staff in developing the Oregon Workforce program portal; oversee testing and quality assurance; and manage and resolve any issues during testing. • Develop related documentation, manuals, and training materials. • Develop operating policies and procedures to increase system performance. • Act as a subject matter expert in formulating strategies and providing recommendations to agency leadership and staff, ensuring accurate and evidence-based information on HCI policy is communicated effectively. • Identify metrics and measures to enhance the agency's

			understanding of gaps and opportunities for improving HCI delivery services.
30%	R	E	Policy Advice and Analysis • Evaluate data from health systems and initiatives to identify trends. • Monitor program implementation barriers and opportunities. • Provide statewide support for policies related to HCI efforts and the workforce. • Conduct regular reviews of existing administrative rules and regulations, assessing their alignment with current policy strategies. Recommend and develop plans for potential policy adjustments based on research findings. • Represent the agency and communicate policy direction while guiding and supporting the legislatively mandated advisory council, the Oregon Council on Health Care Interpreters and the two sub-committees. • Review and monitor state and federal legislation, analyze proposed bills, and recommend amendments to pending legislation, while overseeing the implementation of laws related to Health Care Institutions and HB2359. • Establishes and coordinates external panels of experts and partners to participate in discussions, forums, and rulemaking pertaining to updates for the advisory council policies. • Monitor, evaluate, and analyze the influence of Artificial Intelligence and emerging technologies on the Human-Computer Interaction workforce and related professions.
15%	R	E	Consultative expertise • Provide HCI program expertise to intra-agency, cross-agency and external partners. • Provide and evaluate technical assistance and training to educate internal and external partners, conference participants, and the broader community on the importance of health care interpreting. • Provide consultation on intra-agency and cross-agency legislation that affects language access and health care interpreting. • Coordinate community outreach efforts and provide education regarding the Health Care Interpreter Program to health care providers, interpreters, community partners, and health systems leadership.

5%	N	E	Other duties assigned by HCI Program Manager
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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 conditions.

This role may require remote work, occasional onsite work, and flexibility with hours. The environment is fast paced with multiple demands, requiring strong multitasking skills and the ability to meet short deadlines. Effective communication skills are essential for presentations to various audiences. Some travel, including overnight stays, may be needed for meetings and events.

This role involves regular communication with executives, managers, and staff both internally and externally. Collaboration with a diverse group of individuals, including those from different cultures, languages, gender identities, and individuals with disabilities, to exercise diplomacy is crucial. Maintaining confidentiality is paramount. Travel may be necessary for meetings and occasional training sessions and training observations virtually or in-person. The role may involve frequent interruptions and stringent deadlines. The work environment could be in an office, cubicle, or an agreed remote location, involving extensive computer and video conferencing usage. Adaptability to new technologies and proficiency in computer skills for creating documents, using remote learning platforms, and other software applications is required for this position.

This position requires the ability and flexibility to occasional work outside of regular working hours. Must be able to exercise respectful public relations and practices.

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:

This position uses many federal and state laws and corresponding regulations. The person in this position must be knowledgeable about the following laws and regulations:

- Section 1557 of the Affordable Care Act
- Title II of the Americans with Disabilities Act of 1990 and related Amendments Act of 2008
- Title VI of the Civil Rights Act of 1964
- HB 2359, ORS 413.550, ORS 410.141.3590
- National and state confidentiality and privacy guidelines such as HIPAA and 42CFR privacy rules
- Oregon Health Plan Enrollment and Eligibility Procedures
- DAS and OHA Administrative Rules and Policies, and Administrator's manual and budget instructions
- Oregon Revised Statutes 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
- REALD and SOGI legislation

- Discrimination and Harassment-Free Workplace Policy
- HIPAA and other client privacy statutes
- OHA Strategic Plan
- OHA Reasonable Accommodation Policy and Procedures
- OHA Performance System
- ODHS and OHA Writing Style Guide

b. How are these guidelines used?

This role is responsible for following established guidelines to ensure that Health Equity projects align with the Health Equity program standards, federal and state regulations, and State's project management approach. These guidelines provide a structured framework for making decisions and executing tasks that require judgment and independent reasoning.

Adherence to these guidelines is essential in ensuring compliance with federal and state policies related to program performance. They also support the development of policies, setting priorities, and establishing procedures. The guidelines serve as a roadmap for position decision-making, access to resources, accuracy, compliance, and criteria for analysis and decision-making.

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?
Divisional leadership and program staff in other OHA divisions	Phone/meeting/Email	Information sharing, information gathering, agencywide coordination	Frequent
OHA Transformation Center	Phone/meeting/Email	Provide consultation, information gathering, information sharing	Monthly
Community partners, Community based organizations, Tribes, national and state HCI leaders, advocacy groups	Phone/meeting/Email	Engage and share information, gather input on programming, report on program status; interpret and explain laws, rules, and regulations; engage with committee work.	As needed
Oregon Council on Healthcare Interpreters and two sub-committees	Phone/meetings/Email	Engage and share information, gather input on program, report on program and policy status and direction; interpret and explain laws, rules, and regulations; collaborate on committee work.	Monthly/as needed
Health Care/Systems providers, CCOs	Phone/meetings/Email	Provide consultation, information sharing, collaborate on legislative	Frequent

		or policy changes related to advancing HCIs.	
External Relations Division	Phone/meeting/Email	Coordination with media outlets, information sharing	As needed
Governor's Office	Phone/meetings/Email	Information sharing, information gathering, statewide coordination	As needed
Health Licensing Office (HLO) and Medicaid Division of OHA	Phone/meetings/Email	Information sharing, information gathering, statewide coordination	Monthly
OHA cross agency Leadership, Operations and Policy Analysts, Program Managers	Phone/meeting/Email	Collect, provide, and discuss information; coordinate projects; provide consultative advice, research finding; collaborate on legislative or policy changes related to advancing HCIs.	Frequent
General Public	Phone/meeting/Email	Engagement and collaboration	Daily

SECTION 7. POSITION-RELATED DECISION MAKING

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

The effect of this position's decisions has a significant statewide impact. OHA is working towards leading the nation in health care committed to setting the national standard for interpreter standards and service delivery. The effect of the position decisions will allow OHA to further its goal of eliminating health inequities in Oregon by the year 2030.

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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Diversity, Equity & Inclusion Manager 2	1021205	Supervisory meetings, phone, email	Weekly, Monthly, and as needed	Supervision, review work, monitor performance, provide technical assistance and coaching, Monitoring progress and updates on activities, and management of workload.

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 |

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.
- Advanced (Master's) degree in Public Health, Human Services, Social Work, Social Sciences, Ethnic Studies, or Public Administration preferred.
- Must have extensive knowledge of systemic racism, communities experiencing behavioral health inequities and demographic trends in Oregon.
- Significant experience with health policy analysis and development. Experience in developing, implementing policies and programs that promote equity and inclusion. Experience advancing state and community-based programs and initiatives that promote equity and eliminate inequities.
- In-depth experience applying principles of Equity and Inclusion in relation to behavioral health system. Ability to lead equity centered, transformative behavioral health policy work.
- Extensive knowledge and understanding of the full continuum of behavioral health care, behavioral health care administration, behavioral health policy and principles.

- Demonstrated understanding and experience considering the impact of social determinants of health and health inequities on health outcomes for diverse populations in Oregon, including communities harmed by inequities.
- Demonstrated experience at a leadership level communicating with a diverse group of partners on complex topics.
- Ability to objectively consider viewpoints and needs expressed by diverse partner groups and to make a good faith effort at communicating such to their counterparts.
- Experience leading groups with diverse and/or opposing views through a consensus process that results in a mutually acceptable solution.
- Excellent written and verbal communication and presentation skills, including experience with written reports.
- Strong multi-tasking skills with an ability to meet varying deadlines.
- Experience using the Microsoft Office suite of programs including Excel, Word, and PowerPoint.
- Experience in promoting a culturally competent and diverse work environment.

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

