



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:

Agency: Oregon Health Authority

Division: External Relations

☒ 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: Program Analyst 2
- b. Classification No: 0861 c. Effective Date: 1/1/2027
- d. Position No: TBD
- e. Working Title: OHA Ombudsperson - bilingual
- f. Agency No: 44300
- g. Section Title: Member and Partner Support Unit
- h. Employee Name: _____
- i. Work Location (City — County): Salem, Portland, or other regions in Oregon
- j. Supervisor Name: Sarah Dobra
- 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 the organization at the forefront of lowering and containing costs, improving quality, and increasing access to health care to improve the lifelong health of Oregonians. OHA mission is helping people and communities achieve optimum physical, mental, and social well-being through partnership, prevention and access to quality, and affordable health care.

All work is done in a way to eliminate health inequalities and advance the OHA health equity definition to establish a health system that creates health equity when all people can reach their full health 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: (1) The equitable distribution or redistribution of resources and power; and (2) recognizing, reconciling, and rectifying historical and contemporary injustices.

OHA includes most of the state's health programs, including Public Health, the Oregon Health Plan, behavioral health, state and education employee benefits, public-private partnerships, the Oregon State Hospital. This gives the state greater purchasing and market power to begin tackling the issues of costs, quality, and access to care.

The External Relations 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:

- 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
- 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
- Partnership:
- Working with interested parties 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 OHA External Relations Division is made up of the OHA Communications Program, Government Relations Program, Office of Community Health and Engagement (OCHE), and Member and Partner Engagement and Support (MPES) Office. All Programs in the Division are outward facing, represent all areas of OHA's work throughout all levels of the community from those receiving services to legislators, community partners, Oregon Health Plan members, contractors, and service providers, to media. The Division facilitates engagement, bi-directional communication and transparency across all OHA Divisions, Programs and with other state agencies to support OHA programs and strategies throughout Oregon and to bring community input and experiences internal to the agency at all levels of agency work.
- The Office of Community Health and Engagement (OCHE), and Member and Partner Engagement and Support (MPES) Office (comprised of the Ombuds Program, Innovator Agent Team, and Feedback Team) work closely together to ensure the voice and experience of members, all partners and beneficiaries of public benefit health programs, can be effectively used to identify process improvements that allow OHA to achieve its triple aim. In alignment with OHA's commitment to eliminate health inequities by 2030, work is focused on bringing the voice of populations most harmed by health inequities into OHA program, operational and policy work to achieve health equity and the elimination of health inequities.
- The OHA Ombuds Program's mission is through the Program's enabling legislation. Oregon Revised Statute (ORS) 414.712 directs the Oregon Health Authority (OHA) Ombuds Program to serve as the advocate for those receiving publicly administered health benefits and for Oregon Health Plan members around:
 - Access to care,
 - Quality of care, and
 - Channeling member experience into recommendations for Medicaid systems, policy and program improvement

To fulfill this mandate, the Ombuds Program is independent of Medicaid program implementation, operations or compliance. The program provides recommendations and oversight internally to OHA Medicaid programs and externally to Medicaid contractors. Ombuds Program work is based on the critical understanding that one member and their experience can give voice to many others. As part of OHA's commitment to eliminating health inequities and co-creating with community, it is essential for OHA as an agency to listen and learn from individual concern brought to the Ombuds Program.

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:

On behalf of the Oregon Health Authority (OHA) Ombuds Program, this position acts as an advocate for individuals eligible for and enrolled in the Oregon Health Plan, and others served by OHA programs by performing case-management work including client intake and support, organizational research, and background information investigation. This position supports access to quality, value-based care by providing independent, informal mediation, rules, policy, and process review and recommendations to individuals or partners that have complaints, questions, or grievances about OHA services, programs, policies or processes. This position supports the overall OHA Ombuds program which identifies, articulates, and recommends policy or procedural changes to strengthen OHP members' access to quality, value-based care where individual Ombuds cases identify systems or policy concerns.

The OHA Ombudsperson works independently and as part of a team for case management resolution; this also requires obtaining the cooperation and joint planning efforts of multiple state agencies, community organizations, individual partners, and private sector businesses. This position uses empathy, strong interpersonal and cultural humility skills, conflict resolution, and analytical investigation to support resolution of concerns and critical situations. This position supports subject matter expertise,

analysis, and recommendations to resolve cases for executive management, and program areas across the agency. This position uses case management and documentation, data analysis from the Ombuds program and other OHA programs, and collaboration with community programs to ensure case resolution, understand trends, inform data-driven reports, and support systems changes where appropriate.

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	E	E	Align Conduct with OHA’s Values and 2030 Strategic Goal • Demonstrate awareness, understanding and alignment in service delivery with the OHA Core Values of Health Equity, Service Excellence, Integrity, Leadership, Partnership, Innovation, and Transparency. • Apply and cultivate equitable practices across all aspects of the position description; learn and apply knowledge and skills to interrupt systemic racism and oppression of groups most impacted by historical and contemporary racism and social injustices; Facilitate the equitable distribution or redistribution of resources and power. • Demonstrate recognition of the value of individual and cultural difference; demonstrate evidence of ongoing development of personal cultural awareness and humility; contribute to an inclusive work environment that is respectful and welcoming of diversity and where talents and abilities are valued. • Contribute to a positive and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. · Model professional behavior. Interrupt and report inappropriate behaviors, especially those in violation of policy. • Promote and actively influence and shape OHA’s 2030 goal of eliminating health inequities. • Hold awareness and be attentive to the direct and indirect accountabilities and opportunities within the External Relations Division to positively impact and influence the goals, strategies,

			actions, and measures outlined in OHA's strategic plan (2024-2027). • Use language that promotes equity, engagement, asset-framing, and power-sharing; when crafting written content or correspondence, reference and adhere to equity-centered communication guidelines outlined in the ODHS/OHA Writing Style Guide. • Consistently treats customers, partners, vendors, and co-workers with dignity and respect. Create and maintains a work environment that is respectful and welcoming of diversity. • Sets clear guidelines and models in all interactions.
5	R	E	Program Development • Develop and implement culturally and linguistically responsive Ombuds Program outreach and case work procedures and practices for the Healthier Oregon population as this population moves to the Open Card program in January 2026. • Evaluate and improve Ombuds Program strategies that ensure culturally and linguistically responsive services for Healthier Oregon populations, incorporating lessons learned from case work and outreach. • Create and enhance tools and processes that support accurate data tracking and reporting to identify and address the unique needs of transitioning populations.
70%	R	E	Program administration • Assess, investigate and respond to concerns, complaints, and questions from individuals regarding OHA services and programs brought to the OHA Ombuds Program. • Conduct thorough background research by reviewing complainant-provided documents, case files, telephone interviews, conference discussions, and by applying working knowledge of state and federal law, Oregon Administrative Rules (OAR), Department policies, procedures, and Medicaid program requirements. • Independently perform formal and informal investigations and follow-up activities, both in writing and through regular meetings, with all 16 Coordinated Care Organizations (CCOs), their subcontractors, OHA Open Card program staff

			and contractors, health care providers, community partners, and Oregon Department of Human Services (ODHS) programs administering Medicaid services to understand and resolve OHP member concerns. - Independently collect, verify, and synthesize background information necessary to support complaint resolution, policy analysis, and program compliance. - Develop and present recommendations for improvements to policies, procedures, and laws based on case investigations, member experiences, and systemic issues identified through Ombuds work. - Consult with involved parties to clarify and analyze problems, identify issues, evaluate available options, and serve as a communication conduit across agencies, programs, contractors, and OHP members to support cooperative complaint resolution strategies aligned with Ombuds program objectives to center OHP members voice and experience in all agency decision making and action. - Mediate and negotiate complaint resolutions for OHA Ombuds cases that center OHP member experiences and needs, ensuring solutions are responsive, equitable, and consistent with program guidelines. - Conduct extensive independent internet and document-based research to gather contextual information related to specific cases or systemic issues. - Consult with colleagues, managers, and appropriate OHA personnel; private-sector partners; community organizations; advocacy groups; and other stakeholders to clarify issues, develop recommendations for compliance, provide and receive feedback, and support viable resolution options for individuals and agency staff
10%	R	E	Program evaluation - Audit Ombuds case records to identify potential data input errors, misapplication of policy, or misunderstandings that may have contributed to a client complaint or grievance and recommend corrective actions when indicated. - Enter concerns, case details, and documentation into the OHA Ombuds case management system; prepare and maintain a variety of reports, case

			summaries, letters, and other written correspondence that support accurate recordkeeping and program transparency. • Track, categorize, and manage systems issues identified through Ombuds case work within the case management system to ensure timely follow-up, analysis, and escalation of emerging patterns affecting OHP members. • Conduct regular data cleanup, validation, and analysis of Ombuds Program data, with focused attention on Open Card and Healthier Oregon Transition-related concerns to identify trends, service delivery barriers, and opportunities for systemic improvement. • Analyze case data to evaluate program effectiveness, identify operational issues impacting OHP members, and contribute to program improvement strategies and recommendations. • Use case management system data and reporting tools to monitor complaint types, resolution strategies, timeliness, and outcomes, helping the program assess compliance with service expectations and member-centered standards. • Develop summaries and data-informed insights that support leadership decision-making, policy evaluations, and identification of statewide trends across CCOs, Open Card, and ODHS-administered Medicaid programs. • Collaborate with colleagues, managers, Ombuds leadership, CCO partners, and other internal and external partners to interpret data findings, validate observations, and ensure accuracy and consistency in evaluation activities. • Support the development and refinement of program metrics, reporting practices, and evaluation methodologies to strengthen the Ombuds Program's ability to assess performance and drive continuous improvement.
10%	R	E	Collaborative Partnerships • Liaison with the Medicaid Open Card to support ongoing systems improvements informed by Ombuds case work and insights gained from Healthier Oregon members, ensuring that member experiences help shape operational and policy refinements. • Conduct outreach to Healthier Oregon communities to increase awareness of Ombuds Program services and strengthen member access

			to assistance. • Represent the Ombuds Program by attending community and partner meetings, responding to information requests, providing trainings, and participating in task forces or committees. Coordinate with other agencies when jurisdictions overlap. • Identify emerging issues and trends through case work and partnerships, informing OHA leadership and recommending improvements to service delivery across OHA programs. • Brief state and federal legislators and respond to requests from the Governor's Office and legislative staff to assist constituents experiencing challenges with OHA or Medicaid programs. • Maintain working knowledge of state and federal laws and legislation affecting Ombuds responsibilities to ensure accurate communication with partners and policymakers.
5%	NC	N	Miscellaneous duties and special projects as assigned.

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.

Frequently communicating with individuals who experience challenges with some part of the health care system; recognize and identify needs presented by individuals with Limited English Proficiency, or other physical or behavioral needs that impact communication. Support individuals in communications and act as a cultural broker where needed.

* Position requires the incumbent to work a professional work week where the hours of work fluctuate on a daily and weekly basis.

* May require extended working hours during legislative session, including weekends, evenings and holidays.

* Extensive use of the computer, telephone, and other related technology.

* Is subject to fluctuating workloads and priorities in dealing with highly complex, sensitive, and/or political issues.

* Occasional overnight travel may be required.

* Occasional travel requires that the incumbent have a valid driver's license or an alternate form of transportation.

* Position requires the use of digital technology including laptops, computers, tablets, and cell phones which at times can vary in duration and frequency.

* Position at times may require public speaking or attending meetings in environments not managed by the Oregon Health Authority.

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:

Federal Rules and Regulations
Oregon Administrative Rules
Oregon Revised Statutes
Ombuds Program training & reference manuals and materials
OHA and DAS policies and procedures
Code of Federal Regulations
Guidelines for the public-sector ombudsman established by the United States Ombudsman Association and the American Bar Association.

b. How are these guidelines used?

As reference to assure system compliance with applicable laws, rules, policies and regulations and to hold the Ombuds Program to the highest standards of Ombuds service.

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?
OHA and DHS managers and staff, other agency staff as necessary	Phone/email/meetings	Discuss client issues, circumstances impacting clients, trends, and potential resolutions.	As needed/Daily
OHP clients, applicants, community partners community organizations, and advocacy groups	Phone/email/meetings	To identify and resolve or propose potential resolutions for client access problems	Daily
OHP, CCO, plan, provider, medical and health services and contractor personnel	Phone/email/meetings	Clarification and problem solving	As needed/Daily
Administrative and	Phone/email/meetings	To reply to requests in	As requested

Legislative Government officials		coordination with OHA legislative coordinators	
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SECTION 7. POSITION-RELATED DECISION MAKING

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

This position requires the ability to routinely plan and prioritize the majority of their work to assess circumstances/situations and decide what parties to involve and how to involve them. This position determines (or at least effectively recommends) courses of action and decides when to refer a case to another appropriate resolution office.

Poor planning and prioritizing of work can result in inefficiency that impedes the timely resolution of matters brought forth to the office. Injudicious assessments can result in continued inefficiency, missed opportunity for speedy resolutions or outcomes, further escalation of frustrated/angry complainants, loss of credibility of GAO and DHS, and potentially unlawful action.

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
Health Policy and Program Administrator 1	1018716	Face to face interaction, telephone, email.	Daily, weekly, monthly, quarterly and annually as appropriate.	To ensure competency, accuracy, timeliness, and conformance to policies and procedures. Interpersonal and professional skills are highlighted as part of ongoing coaching..

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 DHS require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.

Spanish/English bilingual skills and/or other bilingual or multilingual and bicultural and/or multicultural skills required

Advocacy and case management: The ability to advocate for individuals eligible for and enrolled in the Oregon Health Plan, and others served by OHA programs while recognizing and balancing the legitimate interests of other parties to the complaint.

Problem solving, decision making, and strategic thinking: The ability to analyze complaints, gather and analyze relevant information, and pursue effective strategies to support advocacy, equity, and client-centered resolution. Ability to understand overall implications of decisions, look for ways to improve and promote quality, and improve member access to care.

Representative of OHA members/ Value diversity and inclusion: Effective delivery of culturally responsive and inclusive services, including fostering ongoing personal cultural awareness and humility. Demonstrated sensitivity to the needs of OHP clients and applicants, including those with diverse mental and physical health, literacy, and communication needs. Demonstrated ability to build and steward positive relationships with diverse community groups including communities of color, immigrant groups, the disability community, and other traditionally marginalized communities. Experience implementing policies and programs that promote equity and inclusion and reduce disparities. Experience advancing state and community-based programs on initiatives that promote equity and reduce disparities.

Organizational knowledge and networking: Must be or able to become knowledgeable about OHA structure, culture, policies, and practices. Knowledge of health services delivery systems, government health benefit programs and client rights related to those programs. Must have excellent networking skills, collaborate well with others, find common ground, and be able to establish and maintain broad contacts and trust throughout the organization.

Collaboration and conflict resolution/ alternative dispute resolution skills: Models collaborative problem-solving skills and solution driven discussions. The ability to communicate effectively with a wide range of people, work cooperatively, and influence to resolve issues. Models inter-and cross-agency collaboration for member needs. Previous experience in alternative dispute resolution, motivational interviewing, and conflict resolution valued in this position. Position requires supporting systems-wide changes where appropriate.

Resourcefulness and values ongoing learning: Ability to think outside of the box, questions established procedures, and find creative solutions. Ability to investigate and learn new subject matter on a regular basis.

Communication: Ability to persuade and communicate across a variety of forms including strong written and oral communications. Oral and written cross-cultural communications skills and experience. Ability to use empathy and active listening to understand others’ concerns and to articulate and address those concerns in a proactive, resolution-focused way. Prior experience or willingness to learn how to coordinate language interpretation and translation services. Bi-lingual individuals and those with experience communicating and working with diverse populations are encourage to apply.

Other preferred skills: Social work background and/or Data analysis

The ability to synthesize individual complaints into meaningful patterns and trends.

Degree from an accredited institution in field such as social work, communication, psychology, law, conflict resolution, or organizational developments preferred and/or coursework, training and/or program development focused on social justice, diversity and inclusion, universal access and the ADA, dismantling institutional privilege, social determinants of health and equity. Equally valued is cultural diversity and experience working with diverse populations.

Diverse individuals’ representative of OHP members and/or those who have professional experience working directly with with diverse populations, specifically racially, ethnically, culturally, linguistically, gender- and ability- diverse community members are encouraged to apply.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following: <i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>		
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

Sep 13, 2026

Date

ENP-379-TBD_Ombuds_PD_PA2-bilingual

Final Audit Report

2026-09-13

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