



STATE OF OREGON POSITION DESCRIPTION

Position Revised Date:

4/25/2025

Agency: Oregon Health Authority

Division: Oregon Public Health Division

☐ New ☒ Revised

This position is (Service Type):

- ☒ Classified (C)
- ☐ Unclassified (U)
 - ☐ Executive Service (Z)
 - ☐ Supervisory
 - ☐ Non-Supervisory
- ☐ Management Service (X)
 - ☐ Mgmt Svc- Supervisory (MMS)
 - ☐ Mgmt Svc- Managerial (MMN)
 - ☐ Mgmt Svc- Confidential (MMC)

SECTION 1. POSITION INFORMATION

a. Classification Title Office Specialist 2

b. Classification No.: C0104

c. Established Date: 7/1/2011

d. Position No: 0000000010478

e. Agency No: 44300

f. Working Title: Newborn Screening Follow-Up Office Specialist

g. Section Title: Oregon State Public Health Laboratory (OSPHL)

h. Employee Name TBD

i. Work Location (City/County): Hillsboro/Washington

j. Supervisor Name: Martha Duffy / Patrice Held

k. Position: ☒ Permanent

☐ Seasonal

☐ Limited Duration ☐ Academic Year

☒ Full-Time

☐ Part-Time

☐ Intermittent ☐ Job Share

l. FLSA:

If Exempt: ☐ Executive

m. Eligible for Overtime: ☒ Yes

☐ Exempt

☐ Professional

☐ No

☒ Non-Exempt

☐ Administrative

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.

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

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.*

Core Values:

- Health Equity
- Service Excellence
- Integrity
- Leadership
- Partnership
- Innovation
- Transparency

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 Office of the State Public Health Director

The Office of the State Public Health Director (OSPHD) guides the strategy, operations, and policy of public health programs within the division, and assures an effective and coherent public health system for Oregon. This includes extensive interactions with a range of state and local agencies and organizations, health care providers, federal agencies, and the private sector.

The Division's work affects all Oregonians. Many of the programs overseen by the Office of the State Public Health Director are administered in collaboration with Oregon's 34 local health departments, healthcare systems and partners. The Division has approximately 700 FTE and is responsible for oversight of \$524.3 million biennially.

Under the leadership of the Office of the State Public Health Director, the Division is organized by three centers:

The Center for Health Protection

The Center for Public Health Protection protects the health of individuals and communities through establishing, applying and ensuring reliable compliance with regulatory and health-based standards. The Center's diverse programs work closely with other federal, state and local agencies, regulated entities and active stakeholder groups. The Center's work emphasizes continuous process improvement, technical assistance, scientific assessment, ongoing monitoring and risk communication to protect the health of all people in Oregon.

The Center for Prevention and Health Promotion

The Center for Prevention and Health Promotion houses community-oriented preventive clinical and community health services and supports the policy, systems and environmental changes that promote good health. This Center guides and supports healthy communities through data collection, analysis and reporting; by supporting the Governor's priorities around tobacco, obesity and early learning; and, by acting as a point of contact with the healthcare system on certain key clinical prevention practices. This center will work with many partners, including local public health, childcare facilities, schools, worksites, healthcare providers, transportation, and the private sector to ensure that we reduce preventable injury, illness, and death and promote good health. This Center's work affects all Oregonians. Many of the programs overseen by this Center are administered in collaboration with Oregon's 34 local health departments. This center has approximately 200 FTE. The total estimated biennial budget of this Center is \$348.8 million.

The Center for Public Health Practice

The Center for Public Health Practice provides services to prevent and control diseases, monitor vital events, and assure an effective statewide public health system. CPHP programs work closely with

local and tribal governments, community partners, and the public to protect and improve the health of all people in Oregon. Special emphasis is placed on communicable diseases, including epidemiology, laboratory testing, immunization, and other community control measures. CPHP screens all newborn infants for biochemical disorders to prevent disability or death and collects and analyzes vital record data to monitor health trends. The quality of statewide public health services is assured through consultation, planning, review, and accreditation of state and local agencies.

The Oregon State Public Health Laboratory (OSPHL) is an integral part of the Center for Public Health Practice. With close to 100 employees, the OSPHL performs 10.7 million tests on 399,393 human specimens biennially. This includes clinical testing for communicable diseases and newborn bloodspot screening, which performs two screening panels for 44 medical conditions (and counting) for all infants born in Oregon. In addition, the OSPHL also performs newborn screening for New Mexico as well as service military bases, Indian Health Service/ Navajo Nations, Guam Memorial Hospital and Commonwealth Health Center – Saipan.

The lab's specimens come from 33 local health departments and 61 hospital and clinical labs in Oregon, as well as 3,000 individual medical practitioners in Oregon. In addition, OSPHL also provides surveillance testing and whole genome sequencing to support public health programs performing infectious disease control and outbreak investigations. OSPHL is responsible for coordinating emergency laboratory response to emerging pathogens and biological or chemical threats throughout Oregon. OSPHL's Laboratory Compliance section oversees certification of clinical laboratories and accredits environmental laboratories. This includes laboratories that monitor the safety of drinking water, cannabis, psilocybin, and the environment in Oregon.

**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 Newborn Screening Program, part of the Center for Public Health Practice, performs testing to detect genetic errors in body chemistry in newborn babies, including: PKU, sickle cell disease, congenital hypothyroidism, biotinidase deficiency, galactosemia, maple syrup urine disease, congenital adrenal hyperplasia, urea cycle defects, fatty acid oxidation disorders, organic acidemias, and cystic fibrosis. The unit (which operates the Northwest Regional Newborn Screening Program) is a regional screening laboratory providing testing and follow-up services for all infants born in Oregon, New Mexico, and other contracted entities. In Oregon, the Oregon Health Authority has the statutory responsibility of screening all infants born in the State. The purpose is to provide timely detection and follow-up of genetic disorders that may lead to mental and/or physical impairment or death.

The primary purpose of this position is to support the daily operations of report processing, data entry, and data verification. This position is crucial to the fulfillment of our goal to provide accurate and timely testing for all newborns.

SECTION 3. DESCRIPTION OF DUTIES

Regular attendance is an essential function required to meet the demands of this job and to provide necessary testing or testing adjacent services. Employees will do the following:

Perform position duties in a manner that aligns with the agency's core values and promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engage in effective team participation through willingness to assist and support co-workers, supervisors and other work-related associations. Develop positive working relationships with agency, division, center and section staff and managers through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance. Contribute in a positive, respectful, and productive work atmosphere.

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.

Percentages should not be fractions (e.g. 7.5% and not less than 5%).

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
50%			OPERATIONS/DATA ENTRY
	R	E	Performs data entry for the Northwest Regional Newborn Screening Program following established data entry guidelines including verification.
	R	E	Reviews demographic and test request forms for compliance with established criteria and ensures that all necessary information is provided; follows procedures and takes appropriate corrective action, including, but not limited to, flagging test request forms with missing, illegible, or questionable information. Maintains documentation in the Lab Information Management System (CMS).
	NC	E	Maintains acceptable data entry accuracy.
	NC	E	Collects relevant Quality Assurance documentation.
	NC	E	Uses various software programs to access, enter, and organize information, including Natus/Neometrics, Microsoft Office, Microsoft Outlook, and MediaLab.
	R	E	Operates typical office equipment such as photocopiers, printers, Fax machines and answering machines.
35%			RECORDS PROCESSING/TECHNICAL

% of Time	N/R/NC	E/NE	DUTIES
	NC	E	Assists with the processing of abnormal reports and assembling of follow-up form letters for review by the lead follow-up staff and laboratory staff.
	NC	E	Maintains pertinent information for all miscellaneous and dietary patient specimens.
	NC	E	Compiles information packets and repeat kits for unsatisfactory results.
	NC	E	Assists in maintaining computer database for submitter library.
	NC	E	Assists with the generation, sending, and resolution of reminder letters.
	NC	E	Provides information and assistance for the preparation of state and submitter practice profile reports.
	R	E	Using identified criteria, sorts NBS reports for mailing or faxing.
10%			ADMINISTRATIVE DUTIES/INFORMATION AND ASSISTANCE
	NC	E	Reviews and screens calls for the Newborn Screening Follow-up Coordinators and the analytical section.
	NC	E	Maintains records of information received, generated, routed or dispersed.
	NC	E	Assists with edits and updates to standard operating procedures and protocols.
	NC	E	Responds and logs inquiries about the Newborn Screening Program and services or directs inquiries as necessary.
	NC	E	Schedules meetings and trainings; arranges rooms
	NC	E	Records and distributes meeting agendas and notes
	NC	E	Locates, assembles, and edits materials for administrative tasks
5%			MISCELLANEOUS DUTIES
	NC	E	Assists in keeping work areas neat, orderly, and free of recognizable hazards.
	NC	E	Participates and assists with other work units, including but not limited to, kit preparation and distribution, NBS Operations, Quality Assurance.
	N	E	Other duties as assigned.
	N	NE	May volunteer or be asked to participate in Quality Assurance or Laboratory Safety Committee and perform work to advance and maintain these lab-wide systems.

% of Time	N/R/NC	E/NE	DUTIES
	N	NE	May rarely volunteer or be asked to participate in internal and external College of American Pathologist inspection activities, which could involve out of state travel and requires completion of training.
At all times	NC	E	Demonstrate recognition of the value of individual and cultural differences; create a work environment where talents, abilities and experiences of others are valued. Consistently treats Tribes, community members, partners, co-workers, vendors, patients and consumers with dignity and respect. Create and maintain an inclusive environment for all staff.
At all times	NC	E	Commitment to ongoing personal and professional development on the topics of anti-racism, elimination of health inequities, trauma-informed and resiliency practices, social determinants of health and equity, universal accessibility and development of diverse and inclusive work environments. Participation in equity focused trainings, resource groups, and workgroups.
100%			

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.

1. Potential exposure to infectious and chemical agents and physical hazards as found in a biosafety level 2 and 3 clinical laboratory including possible exposure to sera (blood and body fluids) and other specimens with potential for infection by hepatitis, HIV, and other bacterial, viral, rickettsial, and fungal pathogens and toxins.

2. Daily computer use.

This position works in an office setting within a fast-paced laboratory. There are frequent demands for information that require the ability to shift priorities and be responsive on a very short timeline. Occasionally, work on weekends may be required. Potential, but low likelihood of exposure to chemical and infectious agents found in a clinical laboratory. Prolonged use of computer, keyboard, and monitor. Long periods of sitting.

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 State Public Health Laboratory's Standard Operating Procedure manuals
- OSPHL Safety Manual including Safety, Bloodborne Pathogens and Chemical Hygiene plans
- OSPHL Quality Management Plan
- Newborn Screening Practitioner's Manual
- OHA Policies
- Oregon Revised Statutes and Administrative Rules
- CAP and CLIA Rules and Regulations
- HIPAA Policies and Procedures
- Oregon Genetic Privacy Rules

b. How are these guidelines used?

Guidelines are incorporated in daily operations to ensure that appropriate laboratory procedures are followed, maintained, and in compliance with licensing and certification requirements. Guidelines ensure there is continuity between the laboratory and follow-up sections. The guidelines also ensure the confidentiality of patient records and established parameters for OSPHL activities.

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
OSPHL Staff	Phone/E-Mail/Fax/In Person	Exchange Information	Daily
Medical Practitioners (Physicians, Nurse Practitioners, Nurses, midwives)	Phone/E-Mail/Fax	General information requests, patient record clarification, triage medical care questions to appropriate staff, schedule meetings	Daily
General Public	Phone	Respond to general inquires, triage medical care questions to appropriate staff,	Daily

SECTION 7. POSITIONS RELATED DECISION MAKING

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

The incumbent in this position makes decisions regarding the completeness and appropriateness of information supplied with test requests forms, regarding the referral of incoming phone, mail, and fax communications. Decisions regarding the triage of phone calls and requests for information are based on developed procedures and workflow diagrams. Minimal impact if the phone calls are mis-routed. Most other duties will have clear guidelines within the procedures to minimize the decision making.

SECTION 8. REVIEW OF WORK

Who reviews the work of this 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
SCLM3 – manager of the NBS program	0011502/ 0000276	Observation, review of work product, meetings, performance appraisal	Quarterly and as needed	Program development, achievement of program goals, quality improvement and training
AS1 – WOC NBS follow-up team manager	00065185	Observation, review of work product, meetings,	Daily	Achieve program goals, quality improvement and training

SECTION 9. OVERSIGHT FUNCTIONS- THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position N/A
- How many employees are supervised through a subordinate supervisor N/A

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

- | | |
|--|---|
| ☐ Plan work | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☐ Responds to grievances | ☐ Gives input for performance evaluations |
| ☐ Disciplines and rewards | ☐ Prepares and signs performance evaluations |

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.

Registration in the Health Alert Network (HAN) to receive important public health alerts and emergency notifications. This position is designated as Essential Personnel in the event of a hazardous condition.

This position requires a thorough knowledge of the newborn screening program, the ability to establish effective working relationships with others, the ability to learn a variety of policies and procedures, the ability to find and get needed information from a variety of sources, and the ability to communicate effectively both orally and in writing. This person must have a “can do” attitude, welcome a variety of tasks, and have strong skills in computers, office software, printers, faxes, and telephones. Rigorous adherence to the highest standards of confidentiality is demanded.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Note: If additional rows of the table are needed, place cursor in last cell at end of a row and press Tab key.

Operating Area	Biennial Amount (\$00000.00)	Fund Type

SECTION 11. ORGANIZATIONALCHART

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