



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
04/15/22

This position is:

- ☒ [Classified](#)
☐ [Unclassified](#)
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc – Confidential

Agency: Oregon Health Authority

Division: Behavioral Health Division

☒ New ☐ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Operations & Policy Analyst 3
- b. Classification No: C0872 c. Effective Date: _____
- d. Position No: 1021259
- e. Working Title: Service Delivery Operations and Policy Lead
- f. Agency No: 44300
- g. Section Title: Office of Behavioral Health; BH Medicaid, Policy and Planning
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem/Marion or Portland/Multnomah; Hybrid
- j. Supervisor Name: Christa Jones
- 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.

OHA values health equity, service excellence, integrity, leadership, partnership, innovation and transparency. OHA's health equity definition is "Oregon will have established a health system that creates health equity when all people can reach their full potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially

determined circumstances. Achieving health equity requires the ongoing collaboration of all regions and sectors of the state, including tribal governments to address: the equitable distribution or redistributing of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities. The Behavioral Health 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:

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.

OHA is home to most of the state's publicly supported health programs. OHA divisions include Public Health, Equity and Inclusion, Behavioral Health, Medicaid, Health Policy and Analytics, Fiscal and Operations, and the Oregon State Hospital. The Behavioral Health Division (BHD) encompasses Medicaid and Behavioral Health Programs. Behavioral Health is responsible for the design, development, implementation, monitoring, evaluation, and improvement of publicly funded, community-based addiction and mental health service programs.

Unit/Program Description:

OHA is home to most of the state's publicly supported health programs. OHA divisions include Public Health, Equity and Inclusion, Behavioral Health Division, Health Policy and Analytics, Fiscal and Operations, and the Oregon State Hospital. The Behavioral Health Division is responsible for the design, development, implementation, monitoring, evaluation, and improvement of publicly-funded, community based addiction and mental health service programs.

The Behavioral Health Service Delivery section, within the Behavioral Health Division, provides oversight to support accessible, effective, and equity-driven services across Oregon's behavioral health care continuum. These services support people across the lifespan, from children and families to adults and older adults, including communities that intersect with the criminal legal system and houselessness. These services also include support for the crisis system and oversight of the County Mental Health Programs through the County Financial Assistance Agreements.

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 Operations and Policy Analyst 3 serves as a lead advisor on operational, policy, and programmatic matters within the Behavioral Health Division's Service Delivery unit. In this role, the analyst provides consultative guidance to the Behavioral Health Deputy Director, ensuring that major initiatives, projects, and strategies are effective, intentional, and aligned with long-range program goals. The analyst evaluates system structures, including Community Mental Health Programs, Certified Community Behavioral Health Clinics, Community-Based Organizations, Behavioral Health Providers, and Local Public Health Authorities, to identify gaps, barriers, and emerging needs across the behavioral health system.

Work at this level involves addressing complex, subjective concepts, often requiring the development of new information where data is incomplete, ambiguous, or unavailable. The analyst weighs uncertainties, interprets conflicting data and goals, and produces findings of major significance for the agency. These findings frequently serve as the foundation for new administrative systems, operational processes, policies, or legislative proposals. The role also includes making recommendations on funding allocations, improving behavioral health outcomes, reducing behavioral health disparities, and advancing health equity as directed by consumers and individuals with lived experience.

The analyst manages research studies and large-scale evaluations that shape agency direction, serving as a liaison between OHA leadership, contractors, and behavioral health system partners. This includes designing research parameters, coordinating access to subject matter experts, resolving implementation barriers, and ensuring projects meet required milestones. Study outcomes often lead to substantial changes in statewide program operations or directly affect the scope and quality of services provided to consumers.

In addition to analytical responsibilities, the position leads operational improvement efforts and strategic planning initiatives within Service Delivery. The analyst collaborates with administrative staff, senior managers, and cross-functional teams to design processes, evaluate program effectiveness, and implement changes that improve organizational performance. This involves establishing performance measures, developing long-range plans, coordinating transitions to new business systems, and ensuring that policies and procedures are developed where needed. The position also plays a role in supporting staff morale and fostering connection to organizational goals.

The role requires regular engagement with senior management, professional staff, external partners, and legislative bodies. The analyst explains agency policy, prepares reports and memos, presents research findings, facilitates collaborative meetings, and may represent Service Delivery with internal and external partners. Operating under broad administrative and legislative direction, the analyst is trusted to plan, conduct, and refine major projects with minimal oversight, producing recommendations that are typically accepted without significant revision due to their analytical rigor and alignment with agency priorities.

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			Consistently treats customers, partners, partners, vendors, and co-workers with dignity and respect. Creates and maintains a work environment that is respectful and accepting of diversity. Sets clear guidelines and models expected office professional behaviors. Establishes and maintains clear methods for reporting inappropriate actions.
25%		E	Policy Analysis/Development: • Evaluate existing behavioral health policies to identify gaps, operational risks, and opportunities for improvement, ensuring alignment with agency goals and statewide priorities. • Develop and refine policy recommendations, including funding strategies, equity-driven approaches, and system standards, based on research, data analysis, and input from consumers and individuals with lived experience. • Lead policy development initiatives by coordinating cross-functional teams, facilitating partner engagement, and translating complex system needs into clear policy direction. • Draft or revise policies, procedures, and administrative rules, ensuring they reflect legislative intent, reduce disparities, and support effective and consistent implementation across the behavioral health system. • Analyze policy proposals and recommend agency action based on probable political and public reaction to changes in policy. Interpret and explain agency policy and rules to staff, legislators, and the public.
15%		E	Project Management: • Plan operational improvement projects and comprehensive research studies; identify project scope, required training and resources. Recommend project budget and spending plan. • Identify potential risks and difficulties within the behavioral health structures and funding streams, and design strategies to mitigate or avoid them.

			Recommend changes to project plan in response to unforeseen changes or unexpected results. • Collaborate with partners and follow contracting guidelines to develop contractor statement of work; obtain bids from contractors. • Verify, monitor and track project deliverables, budget, schedule and performance, coordinate project activities with internal teams and partners.
10%		E	Interagency Collaboration: • Represents the agency at statewide, regional, or national meetings. • Balances complex issues and competing interests. Maintains positive working relationships with a variety of system partners. • Initiates contact with agency representatives and responds to invitations to lead or participate in interagency workgroups, task forces, committees, and other collaborative projects.
25%		E	Operations • Coordinate and oversee Service Delivery initiatives, ensuring the right staff and partners are engaged and that work progresses on schedule. • Monitor system performance, identify operational gaps, and recommend adjustments to programs, processes, or workflows to improve efficiency and outcomes. • Lead or support transitions to new tools, processes, or administrative systems by coordinating logistics, troubleshooting barriers, and maintaining project continuity. • Develop, refine, and maintain operational procedures, ensuring alignment with policy direction, regulatory requirements, and system needs. • Track staff workload, morale, and operational needs, and support planning and activities that strengthen team effectiveness and connection to organizational goals.
5%		E	Training and Technical Assistance: • Provide guidance to internal and external partners on interpreting behavioral health policy, operational standards, and program requirements. • Support partners in applying data, evaluation findings, and funding allocations to improve program performance, address disparities, and align activities with state priorities. • Assist partners in implementing new processes and system changes by clarifying expectations, troubleshooting barriers, and ensuring consistent application across the behavioral health system.

15%		E	Operational Research & Evaluation: • Evaluate behavioral health structures and funding streams effectiveness through comprehensive operational research. Develop new information about subject under study; establish criteria to identify and measure program effectiveness; develop methods to improve operations or develop new approaches to program evaluation. • Develop processes for systematic organizational improvement. • Design and oversee the collection of data for organizational surveys; analyze data, evaluate findings and recommend policy and operational changes. • Develop detailed plans, goals and objectives for the long-range implementation and administration of policies and programs that align behavioral health structures and funding streams. Design decision processes and models. • Coordinate or lead planning initiatives; develop process and procedures for agency strategic planning; consult with senior management and program managers on the strategic planning process and methods. • Lead and facilitate planning meetings with cross-functional and interdisciplinary teams to arrive at organizational improvements.
5%		NE	Other duties 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.

The job requires frequent preparation and/or presentation of technical and professional material against assigned deadlines. Some evening and/or weekend work is required. Frequent contact and work with a variety of clinical and professional staff in a variety of office, virtual and meeting room settings is expected.

Work product can be highly visible, and of significant interest to legislative representatives, multiple stakeholder groups and/or state associations. Work requires identifying and coordinating delivery of optimum community based services for people from a system that is currently at maximum capacity. Open office environment or virtual environment with frequent interruptions. Multiple communication streams including email, instant message, and cell phone. Travel throughout the state as needed. This work may be performed remotely within the defined workweek, utilizing on camera virtual meetings. These are daily conditions.

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 Regulations (including but not limited to Medicare and Medicaid regulations and Health Insurance Portability and Privacy Act)

Oregon Revised Statutes

Oregon Administrative Rules, most especially chapters 309, 415, and 410

Federal laws, rules and funding requirements relating to mental health, alcohol and other drug treatment plans and services

Accreditation standards for synthetic opiate treatment programs as specified by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and Commission on Accreditation of Rehabilitation Facilities (CARF).

OHA/Coordinated Care Organization Contracts

State laws, rules, and contract requirements relating to behavioral health services

Departmental and office policies and procedures

Local requirements as appropriate.

Trauma Informed Approaches.

b. How are these guidelines used?

The laws, rules, policies, and procedures, together with heavy reliance on data, literature, and local provider input, define and continually update the scope and the detail of behavioral health treatment, systems, requirements, and services. These guidelines are used to help determine appropriate service options and system issues.

The Operations and Policy Analyst 3 assesses program performance in relation to these standards and identifies deficiencies and corrective action requirements in accordance with criteria established by these standards.

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?
Consumers and persons with lived experience	Virtually, telephone, in person, email	Listen to identify opportunities to improve services and programs to create a simple, meaningful and responsive system	Daily, Weekly
State and federal agencies, Governor's office	Phone, meetings, mail, in person	Discuss cooperative and complementary efforts and programs; act as liaison to federal	Daily

		and state partners in an effort to work collaboratively. Provide consultation and technical assistance.	
CMHPs/CCOs	Phone, meetings, mail, in person	Technical assistance and monitoring/evaluation	Daily as required
Treatment Service Providers and professionals	Phone, meetings, mail, in person	Provide technical assistance, discuss revision to state wide plans and need for local tailoring. Outcome evaluation	Several times a month
General Public	Phone, meetings, mail, in person	Respond to questions/concerns and outline/encourage support for effective local treatment, intervention, postvention and prevention services	Several times a month
Media and State Legislator	Phone, meetings, mail, in person	Respond to requests and provide information on the needs/breadth/quality of treatment and prevention service programs. Provide consultation and technical assistance At the request of External Relations, serve as OHA spokesperson on issues related to suicide	Weekly
Research and Evaluators	Phone, meetings, mail, in person	Review and interpret data, plan special studies and prepare informational presentations	Daily
Health Service Managers	Phone, meetings, mail, in person	Policy, procedures, and system recommendations	Daily
City and County Officials	Phone, meetings, mail, in person	Discuss local and regional plans, systems performance, and funding issues	Weekly

SECTION 7. POSITION-RELATED DECISION MAKING

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

- Always determine the impact of programs, policies, operations, budgets, and all other aspects of the program on health equity. Ensure decisions prioritize the equitable distribution or redistribution of resources and power and recognize, reconcile and rectify historical and contemporary injustices.

- This position is expected to work independently, making decisions about workload prioritization as well as project priorities, work quality and communication.
- Conducts studies related to assigned program areas, evaluates information and prepares reports which includes a thorough analysis of subject and recommendations on policy or other course of action to leadership and the Behavioral Health Director.
- Decides how to present complex information on behalf of OHA/HSD; These systems are highly complicated and involve sensitive and controversial components.
- Responsible for managing and developing policy that guides the implementation of programs. Develops administrative rules as necessary.
- Develops plan for use of agency resources to provide training and technical assistance for program implementation.
- Makes decisions about the structures of data collection and outcome measures.
- Develops plan and strategies to implement state identified priorities in federal, state and private funding opportunities.

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
BH Policy Administrator 2	1013913	Meetings, email, text, phone, TEAMS and other virtual meeting and instant messaging platforms	As needed, daily and weekly	Supervision, problem-solving, communicate updates on progress of major tasks and projects.

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.

This area should list critical items to be successful in the position. It shouldn't list general job expectations, but rather specialized requirements to be successful in the position.

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.

SECTION 12. SIGNATURES

_____ Employee Signature	_____ Date
Christa Jones _____ Supervisor Signature	7/27/2024 _____ Date
 _____ Appointing Authority Signature	07/28/2026 _____ Date

