



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
7/15/2026

Agency: Oregon Health Authority

Division: Behavioral Health 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 and Policy Analyst 4
- b. Classification No: 0873 c. Effective Date: 10/01/2020
- d. Position No: 1021900/000000122581
- e. Working Title: 988 and BH Crisis System Operations, Policy and Strategy Lead
- f. Agency No: 44300
- g. Section Title: Child, Family, and Lifespan Behavioral Health
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem/Marion, Portland/Multnomah
- j. Supervisor Name: Lauren Palma
- 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 stakeholders 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.

The Behavioral Health Division (BHD) within the Oregon Health Authority (OHA) provides leadership and oversight for Oregon’s publicly funded behavioral health system, ensuring access to high-quality mental health and substance use disorder services for adults, children, adolescents, young adults, and their families. BHD is organized into five key sections, together,

these sections manage statewide policy development, program implementation, quality assurance, and strategic planning for the system. The Division collaborates with counties, the Nine Federally Recognized Tribes of Oregon, local providers, and other state agencies to deliver integrated, community-based services. Aligned with OHA's mission and core values, health equity, service excellence, integrity, leadership, partnership, innovation, and transparency, BHD plays a critical role in advancing OHA's 10-year goal to eliminate health inequities by ensuring culturally responsive, evidence-based behavioral health care for all Oregonians.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

This position serves as the strategic lead for policy development and system design in support of Oregon's 988 & Behavioral Health Crisis System (988 BHCS). In alignment with the system's mission to create a no-barrier, connected crisis continuum of care and its vision of a reliable, responsive system for all Oregonians, this position guides the team's policy and strategy work to strengthen the statewide behavioral health crisis system.

This position is responsible for developing, coordinating, and implementing policies that strengthen equitable access to high-quality behavioral health crisis services delivered through Community Mental Health Programs, Coordinated Care Organizations, 988 centers, and other system partners. The policies have broad impact across Oregon's health system and multiple state agencies, requiring strategic alignment, cross-system collaboration, and engagement with community providers and people with lived and living experience. This position leads complex legislative and policy analysis and develops clear, actionable recommendations for senior leadership. This position maintains a comprehensive understanding of existing system resources, identifies emerging needs and gaps, and communicates those gaps transparently to guide strategic decision-making. As the primary lead of the statewide behavioral health crisis system policy, this position ensures that policy direction is grounded in data, informed by community and partner input, and aligned with the long-term vision for a cohesive, accessible continuum.

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	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. - In addition to the cultivation of 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 accepting 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 Behavioral Health 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.
35%	NC	E	<u>Crisis Services Policy Analyst:</u> Develops and analyzes policies consistent with policy and priorities established by the Governor, OHA Executive Leadership, Oregon Revised Statutes and Administrative Rules regarding Behavioral Health, Federal law and the 1115 Medicaid waiver and determining the most equitable and effective utilization of resources to carry out goals and objectives. Using OHA's core values – including health equity – as a guide, this position determines or recommends policy by analyzing and interpreting best and emerging practices, statewide statutes, rules, policies, directives, and practices as well as constitutional and federal laws and regulations, and judicial branch issues. Develops policy which impacts the healthcare system, the work of multiple state agencies, the Nine Federally

			Recognized Tribes of Oregon and other government jurisdictions. Develops and analyzes recommendations for additional revenues, in coordination with BHD Budget Unit, BHD Medicaid, and Office of Financial Services, including evaluating potential federal grants, value-based payments, and alternative fees and make recommendations to the Behavioral Health Director about developing and implementing funding strategies that maximize resources available for service delivery. Collaborate with BHD Medicaid and Health Policy and Analytics to develop and analyze policies to ensure Medicaid is used to the maximum extent possible to reimburse for behavioral health services. Provide BHD-BH in-house Medicaid Behavioral Health expertise and a bridge to partners within BHD-Medicaid and Health Policy and Analytics. Develops and recommends operational improvement projects, including policy implementation projects, identify project scope, budget, and resources. These projects impact the healthcare system, the work of multiple state agencies, and other government jurisdictions. Evaluates policies for quality and effectiveness. Develops policy outcome measurement and provide evaluation and analysis of available data. Evaluates program state agency data to identify trends, design operational systems, and the need for policies and procedures. Partner with other state agencies and government jurisdictions to collect, evaluate and analyze data. Establishes and leads community engagement efforts and external and internal partner groups in support of planning efforts for statewide adult mental health services programs and policies, including partner policy groups, community-based organizations, advocacy groups and state leadership or technical groups, the Nine Federally Recognized Tribes of Oregon, multiple state agencies, other government jurisdictions.
40%	NC	E	<u>Crisis System Implementation</u> Leads the effort to complete planning and analysis in coordination with the Governor's Office, legislators, public utility commissions, telecom, emergency services, hospitals and advisory committees to implement the 988 & Behavioral Health

			Crisis System. Coordinates subject matter experts to develop recommendations, initially for the 988 & Behavioral Health Crisis System implementation and then for ongoing program improvement efforts. Develops, in collaboration with Medicaid, payment models for behavioral health crisis system. Prepares reports and analysis for OHA leadership, Governor's Office and legislative leaders. Provides analysis, proposal development, and recommendations on the 988 & Behavioral Health Crisis System implementation to senior managers: • Analyze and interpret federal and state policy • Develop rule and regulatory language for implementation of the 988 & Behavioral Health Crisis System • Coordinate periodic review of existing administrative rules and regulations, and waivers/state plan amendments • Recommend actions related to successful 988 & Behavioral Health Crisis System implementation to BH, BHD, OHA leadership • Collaborate with Health Policy and Analytics and BHD Medicaid, multiple state agencies and other government jurisdictions on analysis of crisis system as it relates to Medicaid and Behavioral Health systems transformation and integration. Compile, analyze and prepare communication, responses and presentations for BH Director to provide to Legislature, Governor, the Nine Federally Recognized Tribes of Oregon, multiple state agencies, partners, and the public
20%	NC	E	<u>Project management</u> Lead special projects that are related to system wide improvement, such as audit responses, advisory group recommendation development/implementation, new grant programs.
5%	NC	E	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.

State office environment, frequent travel, must be able to work on various projects simultaneously, multiple deadlines, and must be able to work under pressure situations. State travel requiring overnight stays & occasional national travel.

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:

Social Security Act; Code of Federal Regulations, federal policy letters; Oregon Revised Statutes; Oregon Administrative Rules; Agency and BHD policies; Oregon's Title XIX and XXI Medical Assistance State Plans; and federal Terms and Conditions for the Oregon Health Plan Section 1115 and HIFA demonstrations and CCO contracts; Olmstead, case law, and ADA; trauma policy; and rule that 20% of membership of Behavioral Health advisory councils must be persons with lived experience. These guidelines are used to set parameters and requirements for the administration of the program.

b. How are these guidelines used?

These guidelines assist with setting parameters and requirements for administration; however, this position requires a high level of judgement and independent 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?
OHA staff	Telephone, video, in person, correspondence	Plan and execute work products, disseminate information, resolve conflicts and provide feedback and updates related to progress, barriers and decisions.	Daily
Governor's Office, staff, legislators, legislative committees	Telephone, video, in person, correspondence	Special projects, goals, policy discussions, new program implementation and improvement, exchange information, problem resolution	Monthly or as needed
Members of Oregon delegation and staff of Congressional Offices media	Telephone, video, in person, correspondence	Provide information, receive input	Monthly or as needed
Federal agencies responsible for state health policy and	Telephone, video, in person, correspondence	Provide information, report, negotiate	Monthly or as required

operations			
Nine Federally Recognized Tribes of Oregon	Telephone, video, in person, correspondence	Government-to-government consultation	As needed
State administrators, including administrators executive leadership and management in the Department Agency and BHD as well as other agencies	Telephone, video, in person, correspondence	Provide information, resolve issues, report	Weekly or as required
Professional Health Organizations	Telephone, video, in person, correspondence	Information sharing, receive input, resolve issues	Weekly
Coordinated Care Organizations	Telephone, video, in person, correspondence	Information sharing, receive input, resolve issues	Monthly or as required
External and internal partner groups including partner policy groups, community-based organizations, advocacy groups and state leadership or technical groups.	Telephone, video, in person, correspondence	Information sharing, receive input, resolve issues	As required
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

SECTION 7. POSITION-RELATED DECISION MAKING

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

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. This position will develop policy, strategy and legislative language. Develops and analyzes recommendations for additional revenues, in coordination with BHD Budget Unit and Office of Financial Services, including evaluating potential federal grants, value-based payments, and alternative fees and make recommendations to the Behavioral Health Director about developing and implementing funding strategies that maximize resources available for service delivery. Decides how to present complex information on behalf of OHA/BHD; these systems are highly complicated and involve sensitive and controversial components. 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. Acts as liaison between agency and other

state and/or local or federal agencies or the public in communicating department goals and objectives. Provides information, advise and direction to agency staff, the public or other state, local, or federal agencies to assist them in carrying out assigned activities, achieve compliance, resolve problem or determine appropriate course of action.

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.

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 Manager 2	1026366	Work will be reviewed weekly to organize workload, specify priorities, and provide feedback related to job performance. During peak work periods, work will be reviewed more often as necessary to communicate changes in policy and report updates.	Weekly, and as needed	To provide oversight of actions having broad system applications or implications at the higher organizational levels.

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 Special Skills

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.

Special Skills:

- Process skills – facilitation, problem solving, analysis, mentoring, coaching
- Strong project management skills
- A broad, enterprise-wide view of the business and varying degrees of appreciation of strategy, processes and capabilities, enabling technologies and governance.
- Creates partnerships with colleagues to generate new ideas.
- Strong analytical skills.
- Strong written and oral communication skills.
- Responsiveness and problem-solving skills.
- Knowledge of the statewide behavioral health system
- Adaptability, innovation, results and teamwork-orientated at all levels of the organization with the ability to influence others to move towards consensus.
- Understanding of financial and operational metrics.
- Computer skills including Excel, Word, PowerPoint, Project, Visio.
- Ability to successfully demonstrate meeting facilitation with variety of stockholders including consumers, consumer advocates, legislators, legislative staff, local governmental offices

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

Jul 16, 2026

Date