



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:

10/01/25

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 & Policy Analyst 4
- b. Classification No: X0873 c. Effective Date: _____
- d. Position No: 1021860
- e. Working Title: Senior Analyst, Communications and Organizational Strategy
- f. Agency No: 44300
- g. Section Title: Behavioral Health Division - Office of Strategic Operations | Behavioral Health Director's Office
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem/Marion-Portland/Multnomah; hybrid
- j. Supervisor Name: Cassie Lovett
- 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:

This position is within the Office of Behavioral Health Services Director’s Office and will operate as a liaison to provide advisement on strategic positioning across stakeholders on behalf of the Behavioral Health Director.

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:

Provide expert policy and strategy advice to BH Executive team, including the BH Director and BH Deputy Director on high profile behavioral health issues and policy level organizational changes. This position works closely with public affairs staff, the Governor's Office, Oregon Health Policy Board, OHA committees and advisory bodies, the Legislature, state and federal agencies, OHA staff, external partners, and the public to represent the agency in a professional manner, and to facilitate understanding and support for Behavioral Health's interests and policy positions. Additionally, this role works with senior executives, public affairs, the Governor's Office, Equity and Community Partnerships, and program staff to advise on and facilitate the development and implementation of strategic communications and presentations for internal and external audiences, and advise on budget, legislative and policy issues. This role interfaces as a key leader and collaborator with other government and system agencies – from county governments (Community Mental Health Programs) and CCOs, to state DOJ, DHS, Medicaid, to federal agencies like SAMHSA, to provide a systems view of policy level issues and advise on strategies for coordination, communications and legislation. This position manages and coordinates Behavioral Health related activities and interactions with the Governor's Office and serves as a primary contact for representation with the Governor's staff.

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			Align Conduct with OHA's Values and 2030 Strategic Goal <ul style="list-style-type: none"> 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 Medicaid 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
45%	R	E	Policy Advice, Positioning and Communications: <ul style="list-style-type: none"> • • Collaborate with division legislative team and External Relations Division on policy positioning through a strategic communications lens • Plan and collaborate with division, agency and cross-agency partners on community engagement efforts related to behavioral health policy; compile documentation and analyze for policy and program implementation.

			<ul style="list-style-type: none"> • Analyze issues that cross or affect Oregon’s behavioral health system; guide OHA to develop and implement proposals, policies and strategies to address needs and develop systems to improve outcomes and eliminate health inequities. • Meet regularly with Executive and senior managers and provide written documentation via written reports or spreadsheets to give consultative advice, present research findings, and recommend policy or legislative changes as related to behavioral health. • Coordinate and advise on cohesive strategy development of ongoing and new assessments statewide to propose policy and communications plans across divisions, agencies, Governors’ Office, committees and councils, and Legislative Assembly. • Advise executive leadership on recommendations, risks and challenges associated with reports, studies and emerging analyses. Coordinate periodic review of existing administrative rules and regulations, and legislative session impacts for alignment with current policy strategies; recommend and formulate plans to change policy direction based on results of research. • Conceptualize vision, values and large desired policy changes in a manner that can be articulated to OHA staff and partners. • Facilitate strategic communications associated with policy issues and changes on behalf of the agency and BH Director. • Explain and advise on policy issues and effect of proposed legislation, and develop communications to legislators, legislative and committee staff, lobbyists and task forces. • Advise BH Executive team on communication of policy strategy regarding the mission, goals and objectives of the Behavioral Health Director and executive leadership and associated policies, initiatives and commissions to national and international groups, other state personnel- the Legislative Assembly, community mental health programs, community alcohol and drug programs, consumers and advocates, the press and other interested parties. • Synthesize learnings from individuals, committees and organizations who engage in and receive services to provide expert advisement to executive leadership for strategies to improve the system through policy, legislation and strategic communications. • Lead efforts to work across divisions and agencies to develop collaborative strategies, policies and communications plans to address cross-system issues, for example: illicit substance use. • Build relationships with communicators across OHA, local Oregon government, and CBOs with an emphasis on
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			<p>identifying opportunities to collaborate and to share successes</p> <ul style="list-style-type: none"> • Liaise and collaborate with ERD to support clear planning and completion of external communications, particularly earned and reactive media. <ul style="list-style-type: none"> • Coordinate routinely with ERD to ensure alignment on messaging, spokespeople, and earned media planning or response to incoming media requests • Coordinate planning and design for content to be shared on official OHA social media accounts • Communicate with ERD to ensure shared insight into BHD content for inclusion on OHA-wide editorial calendar support • Work with designated web content specialist to identify best approach for placing new content on the BHD web pages and, in the long term, review and revise all content to ensure it's aligned to BHD communications strategy and current state • Develop template for communication plans to be used for rollout of official BHD projects (e.g. reports, program announcements, campaigns) • Develop Division wide process for development and approval of official communications (e.g. press releases, campaign collateral, presentations) • Partner/Provider Newsletter <ul style="list-style-type: none"> • Work with BHD Deputies to identify a long term content strategy and development approach • Support content development, in alignment with newsletter strategy. • Provide review of external presentations for major events to ensure alignment with communications strategy and messaging frameworks. BHD Director Thought Leadership <ul style="list-style-type: none"> • Develop presentation content and talking points for the BHD Director when presentations are not specifically aligned to a BHD program area
30%	R	E	<p>Systems & Organizational Development and Improvement:</p> <ul style="list-style-type: none"> • In alignment with BHD's strategic framework and OHA's strategic plan, position BHD Executive team and SMEs as thought leaders and necessary collaborators across the agency and with external partners • Support BHD strategic planning and OHA strategic planning corresponding to behavioral health, with emphasis on ensuring language and framing accurately and compelling relay BHD's priorities and scope. • Provide analysis of clinical/technical root cause and identify gaps and policy requirements that foster system and

			<p>operational improvement.</p> <ul style="list-style-type: none"> • Provide change management support in project implementation for internal agency transition and external transformation initiatives with community partners. • Identify potential risks and design strategies to mitigate or avoid them. • Recommend changes to processes, projects or programs in response to unforeseen changes or unexpected results. • Develop process maps and standard operating procedures to address needs surfaced through organizational development analysis • Perform audit/quality checks on adherence to quality standards and agency/division processes in alignment with core strategies. • Develop and maintain BHD editorial calendar to include major reports, program and campaign implementation, awareness months, etc. that require internal and external communication rollout plans • Develop central processes and resources to support consistent and organized approach to external and internal communications across BHD (e.g. content development and approval processes, messaging briefs, media engagement policy and process, presentation development process) • Support and manage strategic planning efforts at the direction of supervising manager and director. • Identify learning opportunities on national best practice for communication and share learning with BH Exec and staff, as appropriate.
10%	R	E	<p>Project Management</p> <ul style="list-style-type: none"> • Verify, monitor and track project deliverables, budget, schedule and performance, coordinate project activities with internal teams and partners. • Provide leadership and/or support on ad hoc projects at the direction of the BHD Director and the Manager of the Director's Office of Strategic Operations. • Operate as contract administrator for vendors supporting work of the Office of Strategic Operations and the Director.

5%	R	E	Legislative Coordination <ul style="list-style-type: none">•
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			<ul style="list-style-type: none"> • In collaboration with legislative lead, tracks, assigns and is accountable for follow-up to legislator inquiries regarding constituent issues and policy matters on behalf of the Behavioral Health Director. • Drafts legislative testimony and narrative direction for presentations to legislators. • In collaboration with legislative lead, coordinates development/implementation of plans, actions and responses on legislative issues. • Develop long-range planning initiatives related to Oregon behavioral health projects in cooperation with federal agencies; prepare explanatory materials for use by Oregon's congressional delegation and the Governor's office. • Under direction provided by the BH Director, BH Deputy Directors, and BH Chief of Staff, work with Program Management Teams, Government Relations, and the budget office to project manage the development of the agency budget request narrative documents. • Provides strategic advisement for updates on behalf of the Behavioral Health Director and Deputy Directors for the Legislature, Governor's Office, internal and external committee and advisory bodies, conferences, and constituent groups. • Develop behavioral health communications on behalf of the Behavioral Health Director for the Legislature, Governor's Office, internal and external committee and advisory bodies, conferences, and constituent groups. • Provides relationship management strategy support and advisement to Behavioral Health executive leadership for both internal and external partners.
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5%	R	E	Equity Initiatives and Leadership: <ul style="list-style-type: none"> • Coordinate special projects across OHA as it relates to the work of system transformation, prevention, harm reduction, racial justice and health equity for Oregonians involved in the behavioral health system. • Facilitate behavioral health executive leadership through strategic discussions pertaining to health equity and how agency operationalizes equity into practice and monitors progress on equity goals. • Work in partnership with the Equity and Community Partnership team to track equity advancement through systems and policy. • Collaborate with Employee Experience team on workforce equity and development initiatives and manage components of implementation.
5%		N 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.

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 (unless the agency's business and operational needs require in-person) 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:

OHA/Coordinated Care Organization Contracts

Federal Regulations (including but not limited to Medicare and Medicaid regulations and Health Insurance 42 CFR Part 2 Portability and Privacy Act)

Oregon Revised Statutes

Oregon Administrative Rules

Intergovernmental Agreements

Inter- and Intra- Departmental Agreements

OHA/AMH Financial Assistance Agreements

State Medicaid Plan

OHA/OHP Mental Health Organization Agreement

OHA Direct Contracts

OHA/BHD Handbook and Confidentiality

BHD Policies and Procedures

Quality Assurance Protocols

Professional practice standards

Published reports of Best Practice Guidelines and Evidence-Based Practices

System of Care Principles of Practice

Agreements with Counties, Tribes and direct contracts

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 4 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

Oregon State Hospital staff and social workers	In person, meetings, email, phone	Collaborate to improve flow of patients through system and improve patient outcomes at discharge	Daily
State and federal agencies, Governor's office	Phone, meetings, mail, in person	Discuss cooperative and complementary efforts and programs; act as liaison to federal and state partners in an effort to work collaboratively. Provide consultation and technical assistance.	Daily
CMHPs/CCOs	Phone, meetings, mail, in person	Technical assistance and monitoring/evaluation	Daily as needed
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:

The position either decides independently or has substantial influence in decisions such as:

- When and how to engage legislators, the Governor's Office, and other elected officials on relevant matters
- How to design a new program requiring legislative approval.
- Size and scope of proposed legislative concepts.
- What strategies are necessary for effective policy development that impacts multiple agencies (OHA, ODHS, etc.) and jurisdictions (counties, cities, etc.)
- How to present complex information on behalf of OHA; information used make decisions around strategy and programming.
- How and when to reach out to stakeholders on behalf of Director to request information, provide updates, or discuss and decide on strategy.
- 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
Business Operations Manager 2	NBP	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?

- | | |
|--------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> 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 position is directly involved with most of the major policies, decisions and conflicts within the Office of Behavioral Health Services. On occasions, this position represents the agency and speaks on behalf of the Director. The position operates independently with few guidelines, yet is authorized to make final decisions that may impact the agency's mission, budget, public image, etc.

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	Oct 15, 2025 _____ Date