



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
2/24/2025

This position is:

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

Agency: Oregon Health Authority (OHA)

Division: Oregon State Hospital (OSH)

☒ New ☐ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Business Operations Manager 3 ([BOM3](#))
- b. Classification No: X7083 c. Effective Date: 3/1/2025
- d. Position No: WD: 000000034969 | PPDB: 0103082
- e. Working Title: Deputy Director of Facilities and Support Operations
- f. Agency No: 44300
- g. Section Title: Facilities and Support Operations
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem Campus – Marion County (Salem Campus)
- j. Supervisor Name: D. Chris Stewart
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☒ Exempt If Exempt: ☒ Executive ☐ Professional ☐ Administrative
☐ Non-Exempt
- m. Eligible for Overtime: ☐ Yes ☒ No

SECTION 2. PROGRAM AND POSITION INFORMATION

- a. Describe the program in which this position exists. Include program purpose, who's affected, size and scope. Include relationship to agency mission.

The Oregon Health Authority's (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 redistribution of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities.

The Oregon State Hospital (OSH) is a Division of OHA that is aligned with OHA’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.

Under the direction of OHA, the Oregon State Hospital (OSH) operates campuses in Salem, Junction City, and Pendleton; providing patient-centered, psychiatric treatment for adults from throughout the state who need hospital-level care. The hospital's primary goal is to help people recover from their illness and return to the community. Services include psychiatric evaluation, diagnosis, and treatment, as well as community outreach and peer support.

The mission of the Oregon State Hospital is to provide therapeutic, evidence-based, patient-centered treatment focusing on recovery and community reintegration for all in a safe environment.

OSH’s hospital-level care includes 24-hour, on-site nursing, psychiatric and other credentialed professional staff, treatment planning, pharmacy, laboratory, food and nutritional services,

vocational and educational services. The hospital is accredited by the Joint Commission and under the oversight of the Centers for Medicare & Medicaid Services (CMS).

OSH is led by a Superintendent and Executive Team. Leadership and oversight of administrative, finance and operations is provided by the Finance and Operations Leadership Team, led by the Chief Financial Officer/COO and comprised of the deputy CFO/COO, Facility and Support Operations Director, Quality Management Director, Occupational Health and Safety Director, Business Services Director, Technology Services Director, and Security Director.

The Facilities and Support Operations Program, which is responsible for three behavioral care campuses in the State of Oregon; the Peter Courtney Salem Campus, Junction City Campus, and the Pendleton Campus, consisting of over 1.3M sq. ft. of building structures and grounds.

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 Deputy Director of Facilities and Support Operations directs three (3) programs within the Facilities and Support Operations Program, including: Food and Nutritional Services, Environmental Services, and the Warehouse Program, located at both the Salem and Junction City campuses.

The Deputy Director ensures these operations are functioning 24 hour a day, 7 days a week, 365 days per year at the hospital. Determines the need for, develops, and recommends operational policy for the support operations programs and the overall hospital; provides direction, coordination, and operational guidance to approximately 187 staff.

This position is a principal contributor to issues of staff and patient safety, the life and health safety code compliance standards, and the operations aspects of the Joint Commission accreditation and CMS regulations.

This position requires the ability to handle a variety of complex issues related to the Salem and Junction City Campus secure hospital environment, and all auxiliary buildings and occupancies.

The Support Operations Program consists of the Food and Nutritional, Environmental Services, and Warehouse/Distribution Programs.

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
On-going	N	E	Under general direction of the Director of the Facilities and Support Operations Program: <u>LEADERSHIP</u>

65%	N	E	<ul style="list-style-type: none"> • Serve as the key advisor to the Director of Facilities and Support Operations, and the CFO/COO and the Executive Leadership Team, on environmental, and support operations issues. • Support the Director of Facilities and Support Operations. • Communicate and collaborate with OSH programs and leadership to ensure that all support operations needs are being met. • Provide robust and effective leadership of the Support Operations and subordinate staff to ensure that goals and expectations are clearly defined, understood, prioritized, and delivered in a timely manner. • Develop and foster a program culture that is supportive, encourages teamwork, and built for success. • Provide effective leadership on the short- and long-term strategic planning objective and expectations for the Support Operations Program. • Promote and espouse a work culture defined by the doctrine of completed staff work. <p><u>SUPPORT OPERATIONS</u></p> <ul style="list-style-type: none"> • Manage and direct the Support Operations Program, including oversight and approval of expenditures, recruiting and hiring of managers and staff. • Determine staffing priorities and replacement schedules of equipment, plan and assign work, prepare performance appraisals, conduct progressive discipline, hold managers accountable, and follow through to see that all deliverables meet expected deadlines and work is completed. • Resolve conflicts and disagreements between the Support Operations Program, Facilities, and other department directors across the hospital. • Ensure that the Support Operations Programs work together closely and in a coordinated and cooperative manner. • Oversee and approve acquisition, maintenance, and disposition of OSH equipment, fleet assets, and personal property assigned to Support Operations or other areas as necessary. • Coordinate Business Continuity Management Planning with the OSH Safety Department and OHA. • Set and prioritize goals and objectives, assign work projects, and establish target dates for implementation and completion. • Evaluate the quality of services provided by direct observation, review of reports, and review and provide statistical data, solicit customer input, and conduct regular meetings with reporting staff. • Establish performance measures and ensure accountability.
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5%	N	E	<ul style="list-style-type: none"> • Maintain direct daily operational functions of the Support Operations Program, including manager, supervisors, and subordinate personnel. • Review and develop work procedures that are consistent with hospital program policies and procedures. • Ensure that all clinical support programs are kept informed on all related support operations program matters. • Resolve conflicts and disagreements between the Support Operations Program and other departments across the hospital. • Develop, recommend, and implement or work with the Support Operations Program and Department Directors, clinical and professional staff, and other employees to plan or resolve employee and patient environment issues. <p><u>BUDGET DEVELOPMENT SUPPORT</u></p> <ul style="list-style-type: none"> • Prepares budget recommendations for the Food and Nutritional, Environmental, and Warehouse/Distribution Programs. • Maintain expenditure accountability and stewardship of hospital wide resources to ensure continued operations. • Plan, develop, and monitor the Support Operations budget to ensure resources used are within established spend plan.
10%	N	E	<p><u>COMPUTER MAINTENANCE MANAGEMENT SYSTEM</u></p> <ul style="list-style-type: none"> • Ensure that all Support Operations Programs provide effective and timely customer service with respect to all work orders submitted.
10%	N	E	<p><u>POLICY DEVELOPMENT AND IMPLEMENTATION</u></p> <ul style="list-style-type: none"> • Develop, review, seek campus wide approval for, recommended policies, plans and strategies to ensure the continued operations of the hospital patient living areas and assets. • Ensures appropriate OSH response to emergency events as they occur. • Provides regular input and review for all OSH policies and ensures operational policies are reviewed across all departments on the OSH campus. • Gathers input and includes or rejects policy proposals, forwards completed drafts to the CFO/COO and Director of Facilities and Support Operations for review and approval.
5%	N	E	<p><u>CONTRACT ADMINISTRATION</u></p> <ul style="list-style-type: none"> • Act as the contract administrator for the Support Operations Program to ensure that contracts are developed, maintained, and performed within budgetary limits. • Evaluate consultants and contractors and the scope of services performed. • Ensures that all service contracts are managed and terminated or extended on a timely basis. • Research and order equipment and equipment and parts.

5%	N	E	<ul style="list-style-type: none"> • Prepare request for proposals (RFPs). • Review SPOTS card purchases and logs. <u>PROPERTY/ASSET MANAGEMENT</u> <ul style="list-style-type: none"> • Ensure that all Support Operations Program property is procured using State of Oregon procurement rules and regulations. • Ensure that all Support Operations Program property/assets are kept in good and functional condition. • Ensure that all surplus property/assets is transferred or disposed of via State of Oregon property management rules and regulations.
As Needed	N	E	<u>EMERGENCY MANAGEMENT SUPPORT</u> <ul style="list-style-type: none"> • Support the Emergency Operations Center during inclement weather and other emergency events. • Act as a proxy IC for the Safety Program at times.
As Needed	N	E	<u>24/7 OPERATIONS</u> <ul style="list-style-type: none"> • All activities performed on a continuous basis to ensure 24/7 operations. • All duties are required and essential, under the general guidance of the CFO/COO.
As Needed	N	E	<u>STATEWIDE FACILITIES MANAGEMENT SUPPORT</u> <ul style="list-style-type: none"> • Provide leadership, administrative, proxy, and project support to the Director of the Facilities and Support Operations Program for all three campuses: Peter Courtney Salem Campus, Junction City Campus and the Pendleton Campus.
Ongoing	NC	E	<u>COMMUNICATION RELATIONSHIP MANAGEMENT</u> <ul style="list-style-type: none"> • Develop and maintain communications with relevant programs and staff and develop and maintains an understanding of their needs, objectives, character, and constraints so that long-term, mutually beneficial solutions can be created for all parties. • Manage and/or guide customers' expectations and perceptions through effective communications and collaboration. • Works closely with campus personnel to ensure that reporting and information-tracking needs are met. • Facilitates workshops and meetings to provide and review facilities data. • Act as the liaison between the Facilities and Support Operations Director and the State Hospital representatives with respect to all facilities related data. • Work with the OSH's Property/Risk Program to ensure that the department's data is accurate and current. • Work with DAS personnel to ensure that OSH's data is accurate and current. • As necessary, forms, convenes, chairs, or participates in various work groups or committees.

Ongoing	NC	E	<u>CULTURAL COMPETENCY AND DIVERSITY</u> <ul style="list-style-type: none"> Consistently treats customers, patients, consumers, stakeholders, community partners, vendors, and colleagues with dignity and respect. Demonstrates recognition of the value of individual and cultural difference; creates a work environment that is respectful and accepting of diversity where talents, abilities and experiences are valued. Proactively creates and maintains an inclusive work environment for all staff, including those from diverse backgrounds. Models inclusive and equitable recruitment, onboarding promotion and management practices to support advancement of OHA Affirmative Action Plan goals. Demonstrates understanding, applying principles related to eliminating health inequity. Demonstration of effective delivery of culturally responsive, anti-racist, inclusive, and trauma-informed services policies and practices, including evidence of ongoing development of personal cultural awareness and humility. Assures that service delivery is provided in a culturally and linguistically responsive manner; assures that printed materials are available in different languages as needed and/or in alternate format; bilingual services are available and facilities are accessible for all patients, their families and community members. Promote and foster a workplace free of discrimination and harassment.
Ongoing	NC	E	<u>CORE VALUES</u> <ul style="list-style-type: none"> Demonstrates awareness, understanding, and alignment with the OHA Core Values of Health Equity, Service Excellence, Integrity, Leadership, Partnership, Innovation, and Transparency.

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.

This position requires the incumbent to work a professional work week where the hours of work fluctuate on a daily and weekly basis. This position is a key responder in situations requiring emergency response, such as fires, weather hazards, and other hospital emergencies. This position is subject to afterhours calls and return to work requests as necessary. It is subject to fluctuating workloads and priorities in dealing with highly complex, sensitive and/or political issues. Extensive use of the computer and telephone. Occasional contact with individuals experiencing extreme emotional dysregulation that may manifest as physical aggression.

The employee is required to work in a secure environment in an area with mental patients daily. Must be able to lift and carry heavy objects. Must often work alone. This could be daily activities. Work

hours subject to change with little notice. May be required to work hours that exceed regular schedule, i.e. a double shift or a different shift in addition to regular schedule.

OSH is a behavioral health hospital system. This position may be asked to work with or in the vicinity of OSH patients.

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 and State Laws. Judicial rulings governing care and treatment of mentally/emotionally disturbed persons. State Administrative Rules. Department of Consumer and Business Services. Department of Justice. OHA policies. OSH policies and procedures. The Joint Commission guidelines. Regulatory entities, such as Fire Marshal and licensing and certification organizations.

- CMS standards and compliance requirements
- The Joint Commission Environment of Care/Life Safety standards
- OR-OSHA Safety Regulations
- Local, state, and federal codes relating to fire, life and safety requirements.
- State Administrative Rules (OAR's) and Oregon Revised Statutes (ORS's) dealing with procurement.
- OSH Policies and Protocols
- DAS Facilities Policies
- DAS Space Standard
- DAS Sustainability Policy
- Governor's Executive Orders (EO)
- Oregon Attorney General's Model Public Contracting Rules
- State Procurement policies, rules and procedures.
- DAS Sustainability Policy

b. How are these guidelines used?

Requires interpretation and the development of practical applications. Provides framework for development of policies and procedures and administration of department. Used to guide decisions and actions covered.

Daily, monthly, quarterly and annual reviews to ensure compliance.

- Guidelines listed are used for reference purposes, research purposes, or in decision making.
- Procurement rules are used when purchasing goods and services; personal services; public improvements construction services.

All work must be performed to codes and standards to ensure the safety and welfare of the worker

as well as the other staff and patients, and that all work is done legally and to industry 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? 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?
Director of Facilities and Support Operations	In Person/Phone/Email	Planning, support, supervision	Daily
COO/CFO	In Person/Phone/Email	Budget review, project planning	As required
Hospital Staff	In Person/Phone/Email	Maintenance repairs	Daily
Patients	In Person	Maintenance repairs	Daily
Sales Representative	In Person/Phone/Email	Parts and Materials	As required
Contractors	In Person/Phone/Email	Contracting	As required
Maintenance Supervisors	In Person/Phone/Email	Support/Direct work	Daily
Regulatory Agencies	In Person/Phone/Email	Compliance to codes, rules, and regulations	As required

SECTION 7. POSITION-RELATED DECISION MAKING

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

Decisions are made daily, such as answering emergency or routine calls and handling these situations by contacting the appropriate staff or manager, other decisions such as knowing the correct staff to contact for specific needs. Assist with scheduling, note taking and follow up with issues related to the Joint Commission and CMS compliance issues related to the EOC, Life Safety Chapters, and monthly Joint Commission document review.

- Determines priorities and implements or recommends implementation of policies and procedures that ensure patients are provided for under the Support Operations department at OSH.
- Establishes priority of projects to the Director of Facilities and Support Operations, the CFO/COO and the Executive Leadership Team.
- Decisions may affect the licensure of OSH as a hospital and accreditation as a provider of Medicaid services under federal regulations.

- Decisions and direction of this position impact employees, patients, and/or the agency, with consequences ranging from poor morale to litigation, which may carry a financial and/or public image effect.
- Ensures OSH operations can continue as needed. Prioritizes daily work of Operations staff.
- Provides for orderly continuance of operations.
- Hiring, discipline, and removal of employees. Maintenance of appropriate staffing levels.
- Grievance management.
- This position must have a solid knowledge of operational management, and the ability to apply this knowledge in the development of policies, processes, and procedural improvements.
- Working under management guidance and direction, and using Department policies, protocols, laws, rules, and regulations, this position must coordinate multiple assigned projects.
- Responsible for the Division's statewide portfolio building and structures asset data management to ensure that all data is relevant, accurate, and current.
- Requires creating a plan to determine needed areas of focus, prioritizing initiatives, balancing the correct level of stakeholder engagement, and the process of documenting all actions/decisions.
- Responsible for creating a strategic plan for the Support Operations Program prioritizing all long-term investment needs.
- Requires creating a plan to determine needed areas of focus, prioritizing initiatives, balancing the correct level of stakeholder engagement, and the process of documenting all actions/decisions.
- Determines what new policies and procedures are needed to successfully manage facilities across the OSH portfolio. Must determine the impact on the agency and the most effective means to implement changes, and decisions related to application of laws and rules.
- Participates in the management team, which is responsible for developing Support Operation Program Management programs, policies, and protocols for the agency and setting priorities; all decisions related to the direction, development, management effectiveness.

This position works independently with little supervision to design, recommend, and implement business and organizational work processes, methods, systems improvements, and engage in long-term strategic planning. These decisions directly determine OSH compliance with the Joint Commission and CMS regulations, and other facilities requirements. This position uses independent judgement and decision making and judgement in determining and prioritizing work that is critical to the health and safety of all patients, business continuity, and staff.

Hiring, discipline and removal of employees. Maintenance of appropriate staffing levels; grievance management. Priority of deliverables and projects; ensures OSH operations can continue as necessary.

Prioritizes work and provides for orderly continuance of business operations.

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
Director of Facilities and Support Operations	WD: 00000007612 PPDB: 0002525	Review projects, ensure Joint Commission compliance, plan projects, and provide program direction.	Daily	Ensure quality of work and timely completion.

SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? 3
- How many employees are supervised through a subordinate supervisor? 205
- b. Which of the following activities does this position do?
- | | |
|---|--|
| <input checked="" type="checkbox"/> Plan work | <input checked="" type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work | <input checked="" type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Responds to grievances | <input checked="" type="checkbox"/> Gives input for performance evaluations |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" 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.

- Certification as a Certified Healthcare Facilities Manager (CHFM) is preferred.
- Strong employee management experience is required.
- Skill and ability to communicate effectively with leadership, management, employees, and patients.
- Experience and demonstrated leadership success in directing and managing support operations teams to bring about a workplace culture that is respectful, inclusive, equitable, and trauma informed and focused on workplace safety.
- Ability to write effectively and at an executive level to present written analysis, reports, and recommendations to CFO/COO and the executive leadership team.
- Experience with operations policies, processes, and practices to ensure compliance with local and federal regulations. In addition, specific knowledge of the Joint Commission and CMS requirements is preferred.

- Skill to perform root cause analysis to identify root problems and present findings orally and in written form to a variety of audiences, including CFO/COO.
- Demonstrated proficiency in managing a wide range of large- and small-scale projects, simultaneously.

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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Support Operations Program	\$13,000,000	General Fund

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

Date