



**STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION**

Position Revised Date:
05/15/2023

Agency: Oregon Health Authority

Division: Oregon State Hospital

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: Office Specialist 2
- b. Classification No: C0104 c. Effective Date: _____
- d. Position No: _____
- e. Working Title: Office Specialist 2
- f. Agency No: 44300
- g. Section Title: Nursing Services
- h. Employee Name: _____
- i. Work Location (City — County): Salem - Marion
- j. Supervisor Name: _____
- 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.

Oregon Health Authority (OHA) is the organization at the forefront of lowering and containing costs, improving quality, and increasing access to health care to improve the lifelong health of Oregonians. OHA is responsible for most state health services and for implementing the health care reforms in House Bill 2009. OHA is overseen by the nine-member citizen Oregon Health Policy Board working toward comprehensive health and health care reform in our state.

The OHA mission is helping people and communities achieve optimum physical, mental, and social well-being through partnership, prevention and access to quality, affordable health care. OHA’s work is organized into three broad goals: improve the lifelong health of all Oregonians, increase the quality, reliability, and availability of care for all Oregonians and lower or contain the cost of care so it is affordable to everyone. The goal for OHA’s strategic plan is to eliminate health inequities in Oregon by 2030.

OHA defines health equity as *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, 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 values health equity, service excellence, integrity, leadership, partnership, innovation, and transparency. We support each person with intensive treatment and care in an atmosphere of respect and dignity. We strive to encourage autonomy and best choices through our patient centered care philosophy.

The Oregon State Hospital (OSH) is part of OHA. The hospital provides direct psychiatric hospital care to adults from throughout Oregon who are unable to be served in a community setting. The mission of OSH is to provide therapeutic, evidence-based, patient-centered treatment, focusing on recovery and community reintegration, all in a safe environment.

At OSH, we put the patient first, and employees play an essential role in achieving the hospital’s vision to be a psychiatric hospital that inspires hope, promotes safety, and supports recovery for all. OSH uses the Collaborative Problem Solving® model as its foundation of care across all disciplines, including nursing and direct-care unit staff.

At maximum capacity, OSH Salem and Junction City will be able to serve patients on up to 30 treatment units and residential suites. Services include psychiatric evaluation, diagnosis, and treatment, in addition to community outreach and peer support.

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 in a support role for the unit's interdisciplinary team as well as the operations under the direction of the Nurse Manager or designee. In addition to the provision of daily general clerical support and duties listed below, the OS2 maintains primary responsibility for acquisition and disbursement of patient funds, maintenance of unit manuals/records/files and working with legal affairs and medical clinic staff to coordinate and facilitate patient hearings and appointments.

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
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60%

NC

E

General / Clerical Support:

1. Work in collaboration with unit leadership and staff to establish, achieve and monitor unit/program goals.
2. Provide clerical support to unit interdisciplinary treatment team (IDT).
3. Assist Social Worker(s) with clerical tasks such as, but not limited to prepare discharge packets, hearing packets.
4. Assist Physician(s) with clerical tasks such as, but not limited to copying, faxing, obtaining information from other facilities.
5. Identify and effectively prioritize work assignments, seeking clarification and assistance as needed.
6. Practice effective time utilization.
7. Maintain professional work relationships and utilize appropriate chain of command in reporting/resolving issues.
8. Receive and direct unit telephone calls.
9. Pick up and distribute unit mail.
10. Complete and distribute copy work as directed.
11. Ensure patient's personal property and valuables are documented and transferred to appropriate storage.
12. Requisition sufficient quantity of required forms, supplies and services to meet unit use needs.
13. Process work orders to Physical Plant, Housekeeping, and Warehouse as appropriate for unit and surrounding areas as soon as made aware of issue.
14. Complete Requests for Purchase (RFP) forms as directed.
15. Work in collaboration with Legal Affairs and Medical Clinic to ensure timely availability of all required documents for SHRP and PSRB hearings, medical appointments, etc.
16. Schedule all patient appointments including medical appointments, dietary consultations, physical therapy, dental, speech/swallow evaluation, etc.
17. Conduct research and maintain records of unit purchases, outside vendor services rendered.
18. After specific training, be responsible to hold SPOTS Card for the unit, including maintaining appropriate approvals, records and any ongoing trainings.
19. Maintain working knowledge of established guidelines used in this position and as outlined in section 5.
20. Organize and maintain unit resources including reference texts and articles.
21. Maintain unit information board, including current memos/notifications, policy/procedure changes.
22. Assist staff in obtaining and/or entering, accessing required data/information.
23. Record, transcribe and distribute meeting minutes as directed.
24. Prepare forms, letters, memos, reports and spreadsheets as directed.

			<p>25. Report safety/security concerns, complete and submit work orders as directed.</p> <p>26. Maintain office equipment, including desk phones and copy / scan / fax machine.</p> <p>27. Provides cross coverage for essential tasks/duties for absent peers on other units as directed.</p> <p>28. Assist unit staff in the process of obtaining interpreter services for patient care.</p> <p>29. Other duties as assigned.</p>
30%	NC	E	<p><u>Patient Medical Record / Information:</u></p> <ol style="list-style-type: none"> 1. Scan orders to Pharmacy, Medical Clinic, Food and Nutrition Services, Nursing Staffing Office, etc. 2. Work in collaboration with Medical Records to ensure compliance with chart organization and record retention/security standards. 3. Responsible to maintain contents of, chart organization and security of paper charts (refers to both blue and brown throughout doc). 4. Audit paper chart regularly to ensure filing and thinning complies with Medical Records standards. 5. Perform audits of paper chart for Joint Commission/CMS compliance as directed by management. 6. Enter, maintain, retrieve and update patient data in Electronic Health Record (EHR), OPRCS, MCICS and other programs, as directed. 7. Ensure staged medical record(s) set up and available for admissions at all times (number varies depending on unit). 8. Ensure all admissions, transfers and discharges are completed in OPRCS, MCICS and EHR. 9. Follow state and federal laws, rules and policies regarding the practice and implementation of confidentiality.
10%	NC	E	<p><u>Patient Fund Transactions:</u></p> <ol style="list-style-type: none"> 1. Facilitate patient acquisition of cash and checks in accordance with OSH policies and procedures and Patient Trust Protocol
Ongoing	R	E	<p><u>Cultural Competency & Diversity:</u></p> <ol style="list-style-type: none"> 1. Consistently treat clients, patients, residents and co-workers with dignity and respect. 2. Demonstrate recognition and appreciation of the value of individual and cultural differences. 3. Assure that service delivery is provided in a culturally competent way; assures that printed materials are available in different languages as needed and/or in alternate format; bilingual services available and facilities are accessible for all consumers. 4. Understand how to access OSH Cultural Diversity Manager with questions or practical assistance with service delivery.

Ongoing	NC	E	<p><u>Core Values:</u></p> <ol style="list-style-type: none"> 1. Demonstrate awareness, understanding and alignment in service delivery with the OHA Core Values of health equity, service excellence, integrity, leadership, partnership, innovation, and transparency. 2. Demonstrate awareness, understanding and alignment in service delivery with OSH Core Values of compassion, integrity, respect, stewardship, solution-oriented, simplicity and trauma-informed.
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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.

Work is performed on patient care units or cottages that accommodate between five and thirty patients. Activity levels may be high and patient behavior is at times unpredictable. There is the potential for exposure to dangerous behaviors and infectious diseases. Work hours are subject to change with minimal notice and may occasionally include overtime.

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:

1. Oregon State Hospital Policies & Procedures
2. OSH Nursing Services Policies & Procedures
3. Program Policies & Procedures
4. OHA/DHS Policies & Procedures
5. DAS Policies and Procedures
6. SEIU Contract
7. ASFCME Contract
8. Oregon administrative Rules
9. Federal Laws/Rules
10. Accepted standards of general office practice

b. How are these guidelines used?

Work is completed in accordance with established policies/procedures, rules and accepted standard of practice.

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?
OSH Nsg. Svcs. Managers/Staff	In person, by phone and email communication	Conduction of unit business, timekeeping	Daily
OSH Business Office, Legal Affairs Dept., Medical Clinic	In person, by phone and email communication	Conduction of unit business, patient appointments/transactions	Daily
Patients	In person	Conduction of unit business, questions, concerns	Daily
Public	By phone	Information sharing, questions/concerns	Daily

SECTION 7. POSITION-RELATED DECISION MAKING

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

Responsible for prioritization of workflow and work completion. Exercises knowledge/judgement with respect to release of patient information. Seeks clarification or guidance from Nurse Manager or designee when questions/issues arise.

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
Nurse Manager		Observation/Review of written work	Daily	Evaluation of assignment progress/completion
Unit Administrator		Observation/Review of written work	Daily	Evaluation of assignment progress/completion

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
- Assigns work
- Approves work
- Responds to grievances
- Disciplines and rewards

- Coordinates schedules
- Hires and discharges
- Recommends hiring
- Gives input for performance evaluations
- 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 OSH require a Criminal Background Check, Drug Screen, and an Abuse/Neglect Check. Fingerprints may be required.

Shall maintain current certification in cardiopulmonary resuscitation.

Shall complete all annual mandatory training.

Shall participate in at least one Code Green Drill every other month.

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

Date