



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
12/06/2017

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: Business Operations Manager 1
- b. Classification No: _____ c. Effective Date: _____
- d. Position No: _____
- e. Working Title: Unit Administrator
- f. Agency No: 44300
- g. Section Title: _____
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem, Marion or Junction City, Lane
- 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 in order 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.

OHA values service excellence, leadership, integrity, health equity and partnership.

- 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 Unit Administrator has collaborative oversight with the Nurse Manager to supervise the staff and patients that work on the unit, including primary administrative manager on the unit. The primary duties of this position include, but are not limited to: ensuring regulatory Joint Commission and CMS standards and rules are adhered to, environmental safety and compliance, prepares budget request for assigned program/unit and projecting needs, recommends revisions to agency policy/procedure by evaluating impact on program and assigned unit, evaluates quality of services provided by statistical data, performs supervisory functions for program and hospital by interviewing, recommending, hiring, and arranging trainings for subordinates, conduct staff meetings and prepare written instruction for work assignments, resolving disputes, and preparing reports, responsibility for patient care and services provided on a specific unit 24 hours per day/7 days per week; hiring, evaluation, disciplinary action, and/or termination of interdisciplinary team personnel; participation in resolution of staff and patient grievances; facilitation and collaboration of unit and interdisciplinary team communication; oversight for training and fidelity to specialized units (such as Collaborative Problem Solving, Dialectical Behavioral Therapy, etc.); Collaboration and participation in staff training and orientation; and providing input on unit, program, and hospital policy and procedure.

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
70%	NC	E	<u>MANAGEMENT DUTIES:</u> 1. Jointly running day-to-day operations of a given unit with a Nurse Manager, including the supervision of up to 35 staff (RNs, LPNs, MHT series) and 30 patients. 2. Assists with hiring of nursing staff for the organization. 3. Primarily responsible for time, attendance, FMLA/OFLA, SAIF claims and related for up to 35 nursing staff. 4. Direct supervisor (non-shared) of Treatment Care Plan Specialist and Office Specialist 2, including hiring, time keeping, discipline and performance management. 5. Recommends revisions to OSH policy/procedure

6. Covers for other Unit Administrators in and out of program during planned/unplanned absences.
7. Evaluates quality of services provided by statistical data, performs supervisory functions for program and hospital by interviewing, recommending, hiring, and arranging trainings for subordinates in both nursing and clinical fields. Participates in HR, OAPPI, and OEI processes and investigations as appropriate.
8. Manages grievance process for patients on given unit
9. Notifies Associate Chiefs regarding work performance and employee development plans of IDT members on home unit.
10. Conducts staff meetings and prepares written instruction for work assignments.
11. Ensures unit staff adhere to established standards of practice, program standards, as well as hospital policy and procedure.
12. Is responsible for the completion of incident reporting process (including incident response forms).
13. Is responsible for the completion of accident reporting process. Works jointly with employee safety.
14. Coordination of transfers in and out of the unit with Nurse Manager, Director of Nursing Services, Program Director and MD.
15. Unit liaison between the treatment mall and unit.
16. Collaborates with NM to ensure dissemination of pertinent information and changes in policy/procedure through inter-shift meetings/reports, staff meetings, and community meetings.
17. Facilitates team response to critical incidents and submits reports according to hospital policy and procedure.
18. Assists with in-service training with appropriate team members on safety/security issues, new policies and procedures, changes in unit rules and expectations, etc.
19. Serves on program and/or hospital committees, as assigned.
20. Completes safety paperwork, monthly inspections, and coordination with unit representation on safety committee.
21. Oversight of Seclusion and Restraint documentation review.
22. Oversight of Restrictive events reporting.
23. Addresses legal concerns with the unit.
24. Oversight of SPOTS card oversight, tracking of purchasing.
25. Oversight of patient media and photo releases.
26. Reviews & signs package requests, patient money requests.

			27. Performs Electronic Medical Record reviews and Chart Audits. 28. Collaborates with NM on oversight of Lean Daily Management System. 29. Standards and Compliance liaison. 30. Oversight of the treatment care planning process. 31. Oversight of data collection and surveys for research projects. 32. Oversight of hospital/program wide changes, ensures fidelity as planned.
20%	NC	E	<u>ENVIRONMENTAL AND PHYSICAL PLANT:</u> 1. Ensures environmental safety, security, and overall unit functioning. 2. Completes weekly Patient Environment Surveillance Survey (PESS) weekly. 3. Reports or corrects potential safety hazards. In relation to staff, patients or family. 4. Oversight of compliance with Joint Commission / CMS standards. 5. Submits and tracks Work Orders.
10%	NC	E	<u>UNIT LEADERSHIP RESPONSIBILITIES:</u> 1. Leads weekly Unit Leadership Meeting, which includes members of the Interdisciplinary Treatment Team (Psychiatry, Psychology, Social Work, Rehab, Treatment Care Plan Specialist). 2. Participates in Treatment Care Plan meetings as member, including oversight of Treatment Care Planning process as TCPS supervisor (see above). 3. Represents unit on program or hospital-wide teams or committees.

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 involves daily interactions with psychiatric patients whom due to symptoms and lagging skills may present challenging behaviors that at times may include verbal and/or physical aggression. Possible occasional exposure to infectious disease and/or environmental hazards. May be required to change work schedule with little notice. May be required to work hours beyond regular schedule. This position receives supervision from Program Director who provides policy and reviews performance through conference and reports for effectiveness and compliance with laws, rules, regulations, and policy. This position may exercise direct control over assigning work, reviewing performance of subordinates.

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. State Board of Health Regulations
2. Center for Medicare and Medicaid regulations
3. The Joint Commission
4. Psychiatric Recovery Services Policy/Procedure
5. All other Oregon State Hospital Policy/Procedure
6. Code of regulations

b. How are these guidelines used?

Each of these documents provides guidance on how the professional administrative role should be carried out at Oregon State Hospital within the State and Federal statutes and rules. This position is responsible to carry out their professional responsibility using these guidelines to ensure that staff provide patient centered care and treatment interventions.

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?
Other Disciplines	Person/Telephone	Provide assistance with patient care and treatment	Daily
Program Directors	Person/Telephone	Application of standards, Personnel concerns	Daily
Patients/Relatives	Person/Telephone	Provide assistance with patient care and treatment	Daily

SECTION 7. POSITION-RELATED DECISION MAKING

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

Provides input and implements OSH policies and procedures. Ensures adherence to CMS and Joint Commission Standards, Review of and action on continuous quality improvement, establishment and

reporting of program/evaluation/outcome measures, standards and compliance, and personnel actions. Implements systems and corrective action plans for problem areas found.

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
Program Director		Written performance appraisal Formal and informal meetings Observation	Annually and as needed	To discuss trends, concerns, identify and resolve problems, disseminate information, and address quality improvement issues related to patient care and Joint Commission/CMS standards.

SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? Up to 37
- How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|---|--|
| ☒ Plan work | ☒ Coordinates schedules |
| ☒ Assigns work | ☒ Hires and discharges |
| ☒ Approves work | ☒ Recommends hiring |
| ☒ Responds to grievances | ☒ Gives input for performance evaluations |
| ☒ Disciplines and rewards | ☒ Prepares and signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification.

All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.

- Excellent leadership, role modeling, problem solving, and written/verbal communication skills
- Excellent knowledge of health care regulations, Center for Medicare and Medicaid standards, and Joint Commission standards.

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