



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
March 2025

This position is:

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

Agency: Oregon Health Authority

Division: External Relations Division – Community Partner Outreach Program

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Program Analyst 2
- b. Classification No: C0861 c. Effective Date: 9/16/25
- d. Position No: 1025380
- e. Working Title: Regional Outreach Coordinator (ROC)
- f. Agency No: 44300
- g. Section Title: Office of Community Health and Engagement - OCHE
- h. Employee Name: _____
- i. Work Location (City — County): Salem – Marion (Remote).
- j. Supervisor Name: Analuz Torres
- 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 (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's 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 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.

OHA encompasses most of the state's health programs, including Public Health, the Oregon Health Plan, behavioral health services, state and education employee benefits, public-private partnerships, and the Oregon State Hospital. This gives the state more significant purchasing and market power to begin tackling the issues of costs, quality, and access to care.

The External Relations 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:

Health Equity:

- Addressing the clinical and social conditions, as well as the historical and contemporary injustices, which undermine health, so everyone can reach their full health potential.
- Considering the diversity of Oregon's communities as we make decisions about how policy and practice are developed, and how resources are distributed.
- Respecting diverse cultures, populations, histories, and health practices; ensuring a diverse workforce and inclusive work environment.

Service Excellence:

- Exceeding expectations and being committed to delivering responsive, efficient, and effective solutions.

Integrity:

- Being accountable for maintaining the highest standards and outcomes in all aspects of our work; being a good steward of public trust and resources.
- Ensuring decisions are informed, fiscally responsible, open, and easily understood.

Leadership:

- Ensuring every employee has the ability and opportunity to help make changes that improve health and transform health care.
- Leading improvement in health through innovative strategies and creative solutions.

Partnership:

- Seeking out, listening to, and collaborating with partners across diverse communities; respecting internal and external ideas and opinions.
- Working with key invested partners and communities to protect and promote the health of all people in Oregon.

Innovation:

- Not being satisfied with the status quo and seeking new and better ways to meet the needs of the people we serve with creativity and openness.
- Pursuing opportunities to develop new evidence to evolve our practices.

Transparency:

- Communicating honestly and openly, ensuring our actions are upfront and visible.
- Providing open access to information and meaningful opportunities to provide input and participate in our decision-making.

The OHA External Relations Division is made up of the OHA Communications Program, Government Relations Program and Member, Office of Community Health, and Engagement (OCHE), and Member and Partner Engagement and Support (MPES) Office. All Programs in the Division are outward-facing and represent all areas of OHA's work throughout the community, from those receiving services to legislators, community partners, Oregon Health Plan members, contractors, service providers, and the media. The Division facilitates engagement, bi-directional communication, and transparency across all OHA Divisions and programs, as well as with other state agencies, to support OHA programs and strategies throughout Oregon. This effort also aims to incorporate community input and experiences into the agency's internal work at all levels.

The Office of Community Health and Engagement (OCHE), and Member and Partner Engagement and Support (MPES) Office (comprised of the Ombuds Program, Innovator Agent Team, and Feedback Team) work closely together to ensure the voice and experience of members, all partners and beneficiaries of public benefit health programs, can be effectively used to identify process improvements that allow OHA to achieve its triple aim. In alignment with OHA's commitment to eliminate health inequities by 2030, work is focused on bringing the voice of populations most harmed by health inequities into OHA program, operational and policy work to achieve health equity and the elimination of health inequities.

The Office of Community Health and Engagement (OCHE) comprises approximately 30 staff members and oversees a budget of \$27 million. It leads agency-wide work to integrate community voice and feedback into operational and policy action for OHA Medicaid and other statewide priorities. directs integration and action of community voice into OHA Medicaid and other statewide priorities. OCHE is comprised of four critical teams:

- Health Oregon Program

- Community Partner Outreach Program
- Community Engagement and Specialty Populations Team
- Strategy, Contracts, and Operations Office

These four teams oversee a range of services and programs aimed at advancing health equity, particularly for populations most adversely affected by historical and contemporary injustices. Additionally, program work enables the agency to understand better and proactively respond to issues communicated by the people we serve and to act on structural and systemic improvements. OCHE employs a community-centered approach, incorporating popular education, to enhance community capacity across all its programs.

These programs include:

- Enrollment assistance and training for certified community assisters throughout Oregon.
- Healthcare System Navigation (HSN) Program – Trains and supports community partners to provide member navigation services to access care after enrollment in the Oregon Health Plan.
- Protecting Oregon Farmworkers (POF) – POF brings together and connects resources for agricultural workers, employers, and service providers, elevating the needs of this segment of our communities.
- Community Health Worker Program – OCHE's Community Health Worker Training and Health Ambassadors training prepares participants to play a full range of roles, from connecting people to existing services and assisting with medical utilization (healthcare system navigation) to organizing communities to identify and address their own most pressing health issues.

This position is part of The Office of Community Health and Engagement - CPOP Program in the External Relations Division.

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:

As a Regional Outreach Coordinator (ROC), your primary purpose is to serve the region you are assigned. This region is southeastern Oregon, serving Grant, Harney, Baker, and Malheur Counties, with the purpose to identify community partner organizations to serve as grantees, monitor and support grantees' activities and serve them at the regional level. Additionally, you will engage with community partners who wish to assist Oregonians in enrolling in the Oregon Health Plan and helping them navigate the health care system.

Conduct community engagement presentations to communities statewide, including members from Oregon's most vulnerable and marginalized populations. The ROC will also facilitate informational sessions regarding OHP, Health Care topics, Social Determinants of Health, Policy, and other topics to stakeholders and community partners, including Coordinated Care Organizations, Faith-based organizations, Community Partner Organizations, health care providers, Federally Qualified Health Centers, School Boards, and other

government agencies.

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 the cursor at the end of a row (outside table) and hit "Enter."

% of time	N/R/NC	E/NE	DUTIES
At All Time	N	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. • 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. • Demonstrate professional behavior. Interrupt and report inappropriate behaviors, especially those in violation of policy. • Promote and actively participate in OHA’s 2030 goal of eliminating health inequities. • Hold awareness and be attentive to the direct and indirect accountabilities and opportunities within the External Relations 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.
80%	N	E	Program Administration • Arrange for informational sessions and trainings to assist Community Partners in sharing Oregon Health Plan information, effective outreach strategies, and meaningfully engaging community members; • Review, update, and share OHP information and application assistance process with community partners and other around the State. • Provide technical advice and support CPs to support community members effectively; • Develop program operational guidelines and procedures that influence and define Medicaid/OHP processes and rules supportive of OHA and CPs' work. • Develop outreach and community engagement plans to implement and impact communities within the region of service effectively. • Identify trusted Community Partners to deliver services addressing cultural and linguistic community needs while maximizing the agency's financial resources. • Anticipate, address, and mitigate possible risks and/or challenges the program can encounter. • Coordinate CPs' work to ensure adequate services are available in the service region. • Identify new CPs to onboard as needed. • Coordinate with leadership to ensure allocated funding supports the community outreach and engagement levels needed by communities. Program Monitoring • Conduct monthly grantee check-ins to evaluate project progress and adequate expenditure levels according to funding levels. • Provide feedback and technical assistance to achieve expected

			outcomes. • Prepare weekly activity reports to inform leadership of the progress of the program. • Assess the quality and effectiveness of services, and provide support to either continue in the right trajectory or address issues to correct deficiencies and change course in the right direction. • Monitor the effectiveness of the COVID-19 Public Health Emergency Unwinding period impact on the community partner assisting those up for redetermination. • Make adjustments and supports for community partners assisting those with member redeterminations. Program Representation • Support and work with CPs to help them understand their grant agreement's program guidelines and protocols. Including rules, regulations, policies, and procedures. • Partner with CPs to organize community forums, presentations, and trainings to ensure community members know the available services, benefits, and the most updated information and have the opportunity to ask questions about the program/s. • Represent OHA-CPOP as a spokesperson to inform CPs, local businesses, community leaders, providers, policymakers, local governments, or other stakeholder groups. Facilitate presentations regarding an array of health equity topics, such as OHP, Social Determinants of Health, Medicaid Policy, and other topics to stakeholders, CPs, Community Care Organizations, health care providers, Federally Qualified Health Centers, School Boards, and other government agencies. Occasionally, present at national or statewide conferences representing OHA/ERD/CPOP/State of Oregon.
10%	N	E	Work in a team community environment to conduct outreach to targeted communities and constituencies to develop new or to support existing partnerships.

10%	N	E	Complete special projects as assigned by the Community Partner Program Outreach Manager.
At all Time	N	E	Demonstrate recognition of the value of individual and cultural differences; create a work environment where talents and abilities are valued. Create and maintain a work environment that is respectful and accepting of diversity.
At all Time	N	E	Consistently treats customers, stakeholders, partners, vendors, and co-workers with dignity and respect. Creates and maintains a work environment that is respectful and accepting of diversity. Sets clear guidelines and models expected office professional behaviors. Establishes and maintains clear methods for reporting inappropriate actions.

SECTION 4. WORKING CONDITIONS

Describe any ongoing working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Open space concept for office with frequent interruptions. No smoking or vaping. Extensive regional and statewide travel is required, and some out-of-state travel. Possibility of travel in hazardous weather conditions. It requires the physical ability to get into and out of a vehicle frequently. Evening and

weekend work is likely, with a probability of overnight stays. This position involves frequent contact with representatives of associations, medical providers, OHA staff, DHS staff, field offices, legislative offices, state agencies, and other affected parties. Work products can be highly visible and of significant interest to legislative representatives, multiple stakeholder groups, and state associations. Personal computer on the network. Public speaking to large and small audiences will be required. 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:

1. Administrative Rules and Provider Guides for Medical Assistance Program
2. HB 2116/ SB 99
3. Code of Federal Regulations
4. State Medicaid Manual
5. Administrative Procedures Act
6. OHA and DMAP Policy & Procedures
7. Medicaid and CHIP State Plans
8. 1115 Demonstration Waiver for the Oregon Health Plan and related terms and conditions
9. Social Security Act
10. State Statutes

b. How are these guidelines used?

The guidelines listed above describe Federal and State regulations, policies, and procedures for managing rule filing, written policy, publications, training, and liaison activities, which must be consistent with program intent. These guidelines ensure Oregon provides accurate information to clients applying for and enrolling in the State's medical program.

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 the cursor at the end of a row (outside table) and hit "Enter."

Who Contacted	How	Purpose	How Often?
Community Partners	Phone/written/in person	Provide training, materials and/or other information; conduct outreach regarding OHP.	Daily
OHA / DHS staff	Phone/written/in person	Resolve and/or identify issues, problem-solving, communication, program coordination	Daily
Members	Phone/written/in person	Provide information; resolve and/or identify issues; assist families in navigating the system.	As needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

1. Decisions on recommendations for changes to CP's work in communities.
2. Decisions on priority, planning, and timelines related to CPs work.
3. Decisions on program administration/ implementation and operations related specifically to redeterminations following the end of the COVID-19 public health emergency.
4. Decision on regional funding recommendations
5. Decision on the reallocation of funding, as needed
- 6.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Note: If additional rows of the below table are needed, place the cursor at the end of a row (outside table) and hit "Enter to get into and out of a vehicle frequently

Classification Title	Position Number	How	How Often	Purpose of Review
Community Partner Program Outreach Manager	1021790	Review of work through status reports, weekly meetings and products submitted.	Daily, weekly, monthly, as needed.	Provide daily supervision and to assure that plans are followed, and goals/deadlines met.

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 the time of hire that is 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.

Bilingual-bicultural/multilingual-multicultural. Eligible for a 5% bilingual differential.

Individuals with lived experience are encouraged to apply.

BUDGET AUTHORITY: If this position has the authority to commit agency operating money, indicate the following:

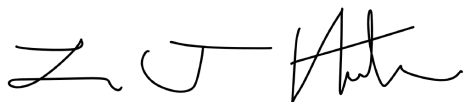
Note: If additional rows of the below table are needed, place the cursor at the end of a row (outside table) and hit "Enter."

Operating Area	Biennial Amount (\$00,000.00)	Fund Type
		100% GF

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.

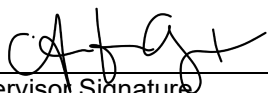
SECTION 12. SIGNATURES



Employee Signature

10.22.2025

Date



Supervisor Signature

10/22/2025

Date

Appointing Authority Signature

Date