

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 Medicaid 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.

Medicaid Division description:

OHA is home to most of the state's publicly supported health programs. OHA divisions include Behavioral Health, Equity and Inclusion, Fiscal and Operations, Health Policy and Analytics, Medicaid, Public Health, and the Oregon State Hospital.

The Medicaid Division is responsible for the design, development, implementation, monitoring, evaluation, and improvement of publicly funded Medicaid programs and related health programs, which includes the Oregon Health Plan (OHP), Healthier Oregon, the OHP-Bridge Program, and initiatives under 1115 demonstration waivers, state plan authorities, and 1915 home and community-based services waivers. The Division is the Single State Medicaid agency authorized to enter into agreements with the federal government for the state of Oregon. The division defines and manages the Oregon Administrative Rules divisions that govern OHP-covered health care services, eligible fee for service health care providers and participating managed care plans, including Coordinated Care Organizations (CCOs), to ensure programs and services are delivered effectively, equitably, and in compliance with state and federal regulations.

Medicaid, and the related health programs the division oversees, provides coverage for health care and related services for Oregonians with low income. Currently, one out of every three Oregonians receive healthcare through Medicaid programs. These programs play a crucial role in improving health care access, promoting health equity, and reducing disparities across the state. The collective and collaborative effort of division management and staff are essential in helping OHA achieve its vision and aim to produce better and more equitable health outcomes and move closer to our strategic goal to eliminate health inequities by 2030.

Unit/Program Description:

Oregon Health Plan Community Engagement & Communications unit is focused on building and maintaining pathways to prioritize community and partner voice throughout Medicaid policy and operations, as well as supporting operational communications with member, providers, and other partners. This work includes close collaboration and interconnectivity with other OHA and state agency teams working daily in Community Engagement and Communications, particularly around Medicaid and the Oregon Health Plan. This includes Behavioral Health, Public Health, Health Policy and Analytics, Equity and Inclusion and External Relations Divisions, as well as ODHS. These divisions include the following partners: OHA Ombuds Program, Office of Community Health and Engagement (OCHE), Innovator Agents, Feedback team, Behavioral Health Equity and Community Partnership team, and Healthier Together Oregon team. It supports a broad portfolio that includes design, delivery, coordination, and consultation for Medicaid Community-driven Advisory Bodies, strategic project support for OHP Community Engagement, OHP Community Communications, Medicaid (chapter 410) Rules Coordination, and pilot Policy and Program areas that require intensive community input.

- 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 primary purpose of this position is to lead communications planning and implementation to embed equity, plain language, and accessibility across Medicaid and Oregon Health Plan (OHP) policy, program, and operational areas. The role analyzes and advises on communications standards, language access policies, and messaging priorities to ensure critical information is clear, culturally responsive, and consistent for members, partners, and impacted communities. Working closely with Medicaid leadership, OHA divisions, and inter-agency partners, the position uses qualitative and quantitative data to identify disparities, translate complex policy into plain language, and anchor communications in community input. It also drives performance measurement, quality improvement, and documentation to strengthen statewide clarity, accessibility, and effectiveness of Medicaid and OHP communications.

The position coordinates language access needs for Medicaid Division community engagement and communications with a special emphasis on strategic priorities, including House Resolution 1 (HR 1), Open Card Transformation, Healthier Oregon, and 1115 Medicaid Waiver cycles. HR 1 implementation requires rapid, high-quality transcreation into additional languages, robust language access planning, and coordination across multi-disciplinary teams, outside vendors, and Medicaid staff/leadership. The role develops and reviews content; researches and applies language access best practices; manages strategic communications in Spanish and other requested languages with priority communities; and communicates complex topics and rapidly changing messages to members and partners. It provides operational and project management support to ensure plain language and broad accessibility of engagement activities and materials, maintaining language-access standards and continuous improvement processes that sustain equitable communication across programs and initiatives.

This position will collaborate with diverse populations most harmed by social injustice and inequities and will demonstrate the ability to build and steward positive, collaborative and partnership-based relationships with diverse community groups including communities of color, immigrant groups, the disability and neurodivergent communities, veterans, older adults, individuals identifying as LGBTQIA2S+ and other communities that have been traditionally marginalized.

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	NC	E	<p>Align Conduct with OHA’s Values and 2030 Strategic Goal</p> <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

			<p>oppression of groups most impacted by historical and contemporary racism and social injustices.</p> <ul style="list-style-type: none"> • 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 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 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 OHA/ODHS Writing Style Guide.
30%	N	E	<p style="text-align: center;">Communication Planning</p> <ul style="list-style-type: none"> • Analyzes and advises on policies and standards designed to build a more equitable and effective approach to communicating priority Oregon Health Plan (OHP) information to invested, involved, and impacted members and partners. Contributes expertise and decision-making in determining what information and messaging is prioritized in collaboration and consultation with Medicaid leadership, OHA External Relations Division and OHA leadership. • Analyzes and advises on existing and proposed community engagement and communications language access policies and practices across divisions within OHA and across multiple state agencies as it relates to Medicaid and OHP, working with subject matter experts, senior management, and priority populations. • Identifies and reviews qualitative and quantitative data that distills trends and gaps on Medicaid and OHP coverage and

			<p>outcomes by racial, ethnic, LGBTQIA2S+ and other marginalized and underserved populations.</p> <ul style="list-style-type: none"> • Guides planning and implementation of communication plans that embed equity, plain language, and accessibility principles and best practices in all Healthier Oregon, 1115 Waiver, HR 1, and other strategic Division program implementation, evaluation and monitoring activities. • Guides planning and implementation of communication plans that embed equity, plain language, and accessibility principles and best practices in Medicaid and OHP-specific operational communications, including rulemaking. • Creates language access operational policy and process guides to support staff to embody best practices in reaching communities and being responsive to language and other access needs by audience groups, such as OHP members, community partners, and Medicaid providers and CCOs. • Develop processes for systematic organizational improvement for multi-lingual and accessible communications across OHA teams and divisions. Provides feedback about internal procedures and processes that have impact on communication, awareness, and understanding of Medicaid and OHP information from a culturally responsive and language access lens.
25%	N	E	<p style="text-align: center;">Communication Material Development</p> <ul style="list-style-type: none"> • Authors outreach materials (memos, recruitment templates, talking points) that translate complex strategic policy into plain language and coordinate language translation. • Creates and trans creates operational communications products that prioritize accessibility in communicating key information and updates on policies, programs, and projects that align with Medicaid and Oregon Health Plan strategic priorities across teams, divisions, and agencies. Maintain language access standards by audience groups. • Responsible for strategic communications in the five most spoken non-English languages in Oregon and other requested languages with priority communities. • Coordinates with other staff to ensure accommodations are met and accessibility best practices are understood and followed for all community engagement and external communications plans and deliverables within Medicaid Division and priority OHP-centric projects. • Assesses and contributes to process and quality improvement activities on approaches to develop and deliver Medicaid and OHP community engagement and communications materials.

30%	N	E	<p style="text-align: center;">Public Outreach</p> <ul style="list-style-type: none"> • Serves as the lead for multi-lingual and accessible communications as it relates to Medicaid and Oregon Health Plan in coordination with other OHA and inter-agency teams, as well as external audiences. • Directly involves community and external partners in planning public appearances, communication campaigns and feedback collection. • Leads community listening sessions, co-creates communications messaging and ensures local level implementation of recommendations by diverse community/local partners who represent those most impacted by health inequity are successfully incorporated into Medicaid language access policies and procedures.
10%	N	E	<p style="text-align: center;">Project Management:</p> <ul style="list-style-type: none"> • Advises on, supports coordination and reliance on, and monitors performance measures, metrics, and utilization/reporting tools that gauge the effectiveness of Medicaid and OHP communications language access policies and practices. • Promotes, coordinates, and participates in community of practice forums connecting leaders and staff across OHA and other state agencies to share research findings, best practices, process and quality improvement project insights, and solution-based equity frameworks related to community engagement and communications language access policies and practices. • Builds and maintains documentation to track short and long-term plans to provide language accessibility service elements throughout all phases of process improvement, design, development, implementation, evaluation and revision of project implementation. Leads planning and coordination for materials with Publications and Creative Services, External Relations communications and community engagement teams, outside vendors, and Medicaid staff/leadership.
5%	NC	NE	<ul style="list-style-type: none"> • 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 person in this position will work a professional work week, Monday through Friday. Some evening and/or weekend work may be required, especially during legislative session.

The job requires frequent preparation, presentation, and/or response to technical and professional material against assigned deadlines. Work product can be highly visible, and of significant interest to legislative representatives, multiple partner groups and/or state agencies and associations. Workload and priorities fluctuate and can involve highly complicated, sensitive, and/or political issues. May experience stressful situations due to unchangeable project and program timelines.

This professional collaborative position relies upon positive, productive, and respectful engagement with leadership and subject matter experts within the Division, across the Agency / state agencies, representatives of local government / governor's office, and with key invested members, partners, and providers within Oregon communities.

Occasional local and in-state travel is required. Occasional out-of-state travel may be required.

This is a hybrid role that will require occasional in-person time, with an intermix of OHA state office buildings and community settings. As agency business and operational needs allow, there is flexibility to perform work remotely within the defined workweek.

When working remote, the current structure relies upon Division issued equipment, utilizing the employee's internet network and activation of secure network software to connect to OHA's Virtual Private Network, and utilizing on camera virtual meetings.

Frequent contact and work with a variety of staff, colleagues, and partners in a variety of office, virtual and meeting room settings is expected. Open office environment or virtual environment with frequent interruptions while working on multiple projects simultaneously. Continuous use of computer and communication devices/ applications. Multiple communication streams including email, instant message, and cell phone. 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:

- Federal Regulations (including but not limited to Medicare and Medicaid regulations and Health Insurance Portability and Accountability Act)
- National best practices and fidelity models promoted by key federal agencies
- Oregon Revised Statutes
- Oregon Administrative Rules
- OHA/Coordinated Care Organization Contracts
- State laws, rules, and contract requirements relating to Medicaid services
- Oregon Procurement Laws and Guidelines

- OHA/ODHS Writing Style Guide and Graphics Manual
- OHA/ODHS Human Resource policies and procedures
- Oregon Department of Administrative Services (DAS) policies and procedures
- Departmental and office policies and procedures
- Collective Bargaining Agreement
- Local requirements as appropriate
- OHA Tribal Consultation & Urban Indian Health Program Confer Policy
- Trauma Informed Approaches
- Organizational Effectiveness strategies
- Continuous Improvement strategies

b. How are these guidelines used?

As parameters and reference to perform as an expert and to effectively consult and act as a liaison with leadership and staff in shaping, defining and prioritizing activities and priorities.

As parameters and reference to assure compliance with best practice and applicable laws, rules, policies and regulations and cost allocation. May also serve to guide strategic planning. The work of OHA is governed and administered within the context of these laws, rules and policies.

These guidelines provide basic data for ongoing management and establishing, monitoring, and coordinating program policies and procedures for the assigned programs within the legislatively approved budget.

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?
OHA Senior Management; Other State Agency Senior Management (ODHS, OYA, ODE, etc.)	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide and discuss information and data; collaborate and coordinate on communications plans and policies; provide and receive direction or consultation; answer questions; gather input; enforce protocols and standards	Daily, as needed
OHA Staff; Other State Agency Staff	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide and discuss information and data; collaborate and coordinate on communications plans and policies; provide and receive direction or consultation; provide technical assistance;	Daily, as needed

		answer questions; gather input; enforce protocols and standards	
OHP recipients and persons with lived experience	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report)	Listen and engage to identify opportunities, co-design solutions, reconcile concerns with commitment to improve community engagement and communications on services, supports, programs and policies	Daily, as needed
Community Based Organizations; Culturally specific Organizations	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide and discuss information and data; collaborate and coordinate on communications plans and policies; provide and receive direction or consultation; provide technical assistance; answer questions; gather input	Daily, as needed
Providers, including treatment service providers / professionals, CCOs, Tribal providers, local and county programs)	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide and discuss information and data; collaborate and coordinate on communications plans and policies; provide and receive direction or consultation; provide technical assistance; answer questions; gather input	Daily, as needed
Tribal governments	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide and discuss information and data; collaborate and coordinate on communications plans and policies; provide and receive direction or consultation; provide technical assistance; answer questions; gather input	As needed
Centers for Medicare and Medicaid Services (CMS); Federal Agencies	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Provide and discuss information and data; receive direction or consultation; receive technical assistance and discuss issues; respond to request for information; review policy changes, interpretations, and implications	As needed
Department of Justice (DOJ)	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide and discuss information and data; provide and receive direction or consultation as it relates to regulations, rules, contracts and the implications of policy or program actions or activities	As needed
Legislators, their offices and legislative	In-person; Virtual (e.g. MS Teams, Zoom);	Collect, provide and discuss information and data; provide and	As needed

staff; Governor's Office and staff	Written (e.g. email, letter/memo, report); Phone	receive direction or consultation; provide technical assistance; answer questions; gather input; provide bill analysis	
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SECTION 7. POSITION-RELATED DECISION MAKING

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

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.

Develop and make recommendations on multi-lingual and accessible communications related to health care policies, operational changes, quality assurance oversight, and system and process needs related to Oregon Health Plan. Decisions impact the success of individual projects, policy direction, and service delivery for recipients of medical assistance programs. Decisions made will likely result in political and public reactions to policy changes.

Monitor and recommend improvements to community engagement and communications describing Medicaid and Oregon Health Plan services, policies, and programs, especially as it relates to language access policies and practices across divisions within OHA and across multiple state agencies.

The decisions in this position require a high degree of complicated conceptual, critical, and analytical thinking as well as knowledge of medical/health programs, practices, standards and budgets. The person in this position must apply these skills and knowledge within the limitations and opportunities extant in state and federal law, rule, and guidance. These decisions significantly influence the management of expenditures and access to quality medical care for the 1.4 million recipients of medical assistance within Oregon.

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
Health Policy & Program Manager 3 (HPPM3)	1013917	Virtually, In person, Phone, Email, written form	Daily to Weekly, and as needed	Communicate updates on progress of major tasks and projects; Ensure project and program decisions meet federal, agency and user requirements; Promote quality assurance, strategic plan alignment, and equitable outcomes; Discuss and review goals, performance, expectations and training needs; Promote problem-solving and solution-seeking

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.

1. Ability to read, write, speak and interpret English and one of the 5 most common languages in Oregon other than English (Spanish, Vietnamese, Chinese, Russian, and Korean) with full proficiency.
2. Experience leading or supporting the development and implementation of policies and programs at the community, state, and/or national level that advance health equity (address systemic health disparities, expand culturally responsive and inclusive services, factor in social determinants of health) and elevate the voice of community and those with lived experience.
3. Knowledge of health services delivery systems, particularly the Oregon Health Plan/ Medicaid administration in Oregon, including experience working with Coordinated Care Organizations, social safety net programs, health service providers or community-based organizations.

4. Knowledge of legislative and regulatory processes; experience analyzing, applying and advising on relevant federal and state Medicaid laws and regulations as well as legislative concepts/bills; specific knowledge of Oregon Administrative Rules and Oregon Revised Statutes is valued.
5. Knowledge and experience supporting the development and implementation of policies included in the Medicaid state plan or other waiver authorities with Centers for Medicare and Medicaid Services (CMS).
6. Ability to foster inter-and cross-agency collaboration and to facilitate coordination of community centered policies, programs, and continuous quality strategies.
7. Strong oral and written communication skills across a variety of forums; experience communicating qualitative and quantitative information, verbal and written, that are accessible to and understood by audiences with different levels of comprehension or interest and that are culturally responsive, inclusive, and appropriate.
8. Experience presenting and articulating the value and relevance of research and evaluation data to facilitate quality assurance, strategic planning, and decision-making.
9. Demonstrated project management experience, including ability to effectively manage multiple project timelines and priorities and promote human-centered change management.
10. Ability to demonstrate advanced Microsoft Excel, Word, PowerPoint, Visio and Outlook skillset; and skilled use of collaboration tools such as Microsoft Teams, SharePoint, and Smartsheet.

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

Apr 29, 2026

Date