Click here to link to instructions **All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.**

STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
2/11/2025

Agency: Oregon Health Authority

Division: Oregon Public Health Division

☐ New ☒ Revised

This position is (Service Type):

☒ Classified (C)
☐ Unclassified (U)
- ☐ Executive Service (Z)
  - ☐ Supervisory
  - ☐ Non-Supervisory
- ☐ Management Service (X)
  - ☐ Mgmt Svc- Supervisory (MMS)
  - ☐ Mgmt Svc- Managerial (MMN)
  - ☐ Mgmt Svc- Confidential (MMC)

SECTION 1. POSITION INFORMATION

a. Classification Title: Operations and Policy Analyst 3

b. Classification No.: C0872 **c.** Established Date: 6/3/2024

d. Position No: 1000691 **e.** Agency No: 44300

f. Working Title: Client Services Coordinator

g. Section Title: Oregon State Public Health Laboratory – (OSPHL)

h. Employee Name: enter text.

i. Work Location (City/County): Hillsboro/Washington

j. Supervisor Name: Akiko Saito

k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share

l. FLSA: ☒ Exempt ☐ Non-Exempt
If Exempt: ☐ Executive ☒ Professional ☐ Administrative

m. Eligible for Overtime: ☐ Yes ☒ No

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 is responsible for most state health services and for implementing the health care reforms in House Bill 2009. The agency is comprised of eight divisions: Agency Operations, Equity and Inclusion, External Relations, Fiscal and Operations, Health Policy and Analytics, Health Systems, Oregon State Hospital and Public Health. The Oregon Health Policy Board (OHPB) serves as the policymaking and oversight body of OHA and is responsible for working towards comprehensive health reform in our state. The nine-member board is comprised of community members from across the state who have an interest in health and health care and have strong relationships with the communities they represent.

OHA Vision: A healthy Oregon.

OHA Mission: Ensuring all people and communities can achieve optimum physical, mental, and social well-being through partnerships, prevention, and access to quality, affordable health care.

To fulfill OHA's vision and mission, the agency is developing a strategic plan with a single overarching goal: eliminate health inequities in Oregon by 2030.

OHA definition for Health Equity:

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.*

Core Values:

- Health Equity
- Service Excellence
- Integrity
- Leadership
- Partnership
- Innovation
- Transparency

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 Office of the State Public Health Director

The Office of the State Public Health Director (OSPHD) guides the strategy, operations, and policy of public health programs within the division, and assures an effective and coherent public health system for Oregon. This includes extensive interactions with a range of state and local agencies and organizations, health care providers, federal agencies, and the private sector.

The Division's work affects all Oregonians. Many of the programs overseen by the Office of the State Public Health Director are administered in collaboration with Oregon's 34 local health departments, healthcare systems and partners. The Division has approximately 700 FTE and is responsible for oversight of $524.3 million biennially.

Under the leadership of the Office of the State Public Health Director, the Division is organized by three centers:

The Center for Health Protection

The Center for Public Health Protection protects the health of individuals and communities through establishing, applying and ensuring reliable compliance with regulatory and health-based standards. The Center's diverse programs work closely with other federal, state and local agencies, regulated entities and active stakeholder groups. The Center's work emphasizes continuous process improvement, technical assistance, scientific assessment, ongoing monitoring and risk communication to protect the health of all people in Oregon.

The Center for Prevention and Health Promotion

The Center for Prevention and Health Promotion houses community-oriented preventive clinical and community health services and supports the policy, systems and environmental changes that promote good health. This Center guides and supports healthy communities through data collection, analysis and reporting; by supporting the Governor's priorities around tobacco, obesity and early learning; and, by acting as a point of contact with the healthcare system on certain key clinical prevention practices. This center will work with many partners, including local public health, childcare facilities, schools, worksites, healthcare providers, transportation, and the private sector to ensure that we reduce preventable injury, illness, and death and promote good health. This Center's work affects all Oregonians. Many of the programs overseen by this Center are administered in collaboration with Oregon's 34 local health departments. This center has approximately 200 FTE. The total estimated biennial budget of this Center is $348.8 million.

The Center for Public Health Practice

The Center for Public Health Practice provides services to prevent and control diseases, monitor vital events, and assure an effective statewide public health system. CPHP programs work closely with

local and tribal governments, community partners, and the public to protect and improve the health of all people in Oregon. Special emphasis is placed on communicable diseases, including epidemiology, laboratory testing, immunization, and other community control measures. CPHP screens all newborn infants for biochemical disorders to prevent disability or death and collects and analyzes vital record data to monitor health trends. The quality of statewide public health services is assured through consultation, planning, review, and accreditation of state and local agencies.

The Oregon State Public Health Laboratory (OSPHL) is an integral part of the Center for Public Health Practice. With close to 100 employees, the OSPHL performs 10.7 million tests on 399,393 human specimens biennially. This includes clinical testing for communicable diseases and newborn bloodspot screening, which performs two screening panels for 44 medical conditions (and counting) for all infants born in Oregon. In addition, the OSPHL also performs newborn screening for New Mexico as well as service military bases, Indian Health Service/ Navajo Nations, Guam Memorial Hospital and Commonwealth Health Center – Saipan.

The lab's specimens come from 33 local health departments and 61 hospital and clinical labs in Oregon, as well as 3,000 individual medical practitioners in Oregon. In addition, OSPHL also provides surveillance testing and whole genome sequencing to support public health programs performing infectious disease control and outbreak investigations. OSPHL is responsible for coordinating emergency laboratory response to emerging pathogens and biological or chemical threats throughout Oregon. OSPHL's Laboratory Compliance section oversees certification of clinical laboratories and accredits environmental laboratories. This includes laboratories that monitor the safety of drinking water, cannabis, psilocybin, and the environment in Oregon.

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:

Critical functions for the OSPHL Client Services Coordinator include improving the services of the OSPHL and the satisfaction of its clients through communication, advising, analysis, policy development and implementation, and training. This position coordinates and carries out activities that improve the timeliness, continuity, accessibility, and quality of OSPHL services. The incumbent develops, analyzes, and implements policies, outreach programs, tools, and resources to promote cooperation and collaboration with Local Public Health Authorities (LPHAs), public and private clinics and hospitals, clinical laboratories, PHD programs, community organizations, and other state, tribal, and federal agencies. This position provides training and expertise for all OSPHL clients to improve the integrity of samples submitted to the OSPHL and the accuracy of associated patient information. The position also oversees the life cycle of planned projects to improve laboratory client services.

SECTION 3. DESCRIPTION OF DUTIES

Regular attendance is an essential function required to meet the demands of this job and to provide necessary testing or testing adjacent services. Employees will do the following:

Perform position duties in a manner that aligns with the agency's core values and promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engage in

effective team participation through willingness to assist and support co-workers, supervisors and other work-related associations. Develop positive working relationships with agency, division, center and section staff and managers through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance. Contribute in a positive, respectful, and productive work atmosphere.

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.

Percentages should not be fractions (e.g. 7.5% and not less than 5%).
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
45%	R	E	**Client Services and Outreach** • Work with Local Public Health Authorities, Tribes, community clinics, hospital laboratories, and other clients to support their collaboration with OSPHL. Provide onsite training, assist by telephone, develop, and maintain reports and provide operational support for clients. • Develop and distribute messaging to OSPHL communicable disease clients regarding laboratory-related changes. Support newborn bloodspot screening program with development and review of laboratory-related messaging to clients upon request. • Maintain OSPHL websites, implementing necessary updates. • Utilize feedback and findings from client services activities to develop and implement training activities for clients. • Serve as a co-lead for the Oregon Clinical Laboratory Consortium consisting of external laboratory partner representatives, responding to requests and needs for collaboration among Oregon's laboratory community. • Coordinate and consult with external partners and clients to complete the project management life-cycle of special projects to support effective client services and outreach. • Respond timely and appropriately to client inquiries, requests for information, complaints and provide acceptable resolutions.
45%	R	E	**Systems and Organizational Improvement** • In cooperation with the OSPHL Quality and Safety Manager, develop and maintain systems to improve the quality of specimens and requisitions received at the OSPHL (pre-analytical elements of Quality Management) and customer satisfaction with the specimen submission process. When indicated, provide on-site operational assistance and training to

% of Time	N/R/NC	E/NE	DUTIES
			clients to improve the collection, preservation, and transport of diagnostic specimens. • Conduct statewide customer surveys; Develop report results and policy and procedure documents and recommendations for improved efficiencies and customer service. • Complete quarterly client services quality monitors and develop recommendations for improvements with clients and OSPHL. • Consult with leadership in other Public Health Division programs regarding topics of overlap and use information gained to make policy and strategic planning recommendations. • Serve as the contract administrator for OSPHL's laboratory medical billing vendor. In coordination with the billing vendor, develop, implement, and maintain procedures for effective billing practices. Utilize cross-functional leadership skills to ensure coverage of billing duties. • Provide back-up and assistance to Laboratory Response Network (LRN) coordinator for emergency response coordination. • May volunteer or be asked to participate in Quality Assurance or Laboratory Safety Committee and perform work to advance and maintain these lab-wide systems. • Led Strategic Planning process and implementation. • Act as the web editors lead for the web editors group as well as maintain the OSPHL webpages.
10%	R	E	**Project and Grant Management** • Develop and oversee the life-cycle of special projects and activities with internal and external partners, including identifying the scope, project plan, partner engagement, metrics and monitoring, and execution of the project. Collaborate with OSPHL colleagues for budgetary considerations. • Assist with grant development and reporting as assigned by manager. • Propose and carry out special projects defined as assigned or described in funding applications, report on project status. • Act as the lead for the LIMS replacement project for the Admin Section
5%	N	E	Other Duties as Assigned
At all times	NC	E	Consistently treats customers, partners, vendors and co-workers with dignity and respect. Creates and maintains a work environment that is

% of Time	N/R/NC	E/NE	DUTIES
			welcoming and respectful of diversity. Sets clear guidelines and models expected professional behaviors.

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.

1. Potential exposure to infectious and chemical agents and physical hazards as found in a biosafety level 2 and 3 clinical laboratory including possible exposure to sera (blood and body fluids) and other specimens with potential for infection by hepatitis, HIV, and other bacterial, viral, rickettsial, and fungal pathogens and toxins.

2. Daily computer use.

Duties are performed in an environment of independence and require minimal supervision.

Must have a valid driver's license. In-state travel and occasional out-of-state travel is expected to attend meetings, conferences, make presentations and meet with partners (when travel is permitted). Use of computers, telecommunication technology and databases as well as other office equipment.

May occasionally require working more than eight hours per day and/or weekends during public health emergencies.

May rarely be required to assist with laboratory testing or related work during public health emergencies. Potential but unlikely exposure to disease-causing microorganisms, toxic chemicals and physical hazards found in a medical laboratory.

Registration in the Health Alert Network (HAN) to receive important public health alerts and emergency notifications. This position is designated as Essential Personnel in the event of a hazardous condition and during a temporary interruption of work due to COVID-19.

OSPHL obtains a baseline screen for tuberculosis exposure for all employees using a blood test. Employees working with TB or other respiratory specimens are screened periodically for TB using a blood test.

Employees in this position are at risk of acquiring Hepatitis B due to occupational exposure to blood and other potentially infectious materials. OSPHL offers hepatitis vaccine to all employees within 10 days of assuming job duties. Employees who have previously had Hepatitis B vaccine are required to show laboratory evidence of immunity. If this evidence is not available, OSPHL will arrange for a blood test to be obtained. OSPHL will offer the employee Hepatitis B vaccine if immunity is not demonstrated. If the employee declines the vaccine, a declination statement must be signed.

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 Revised Statutes and Administrative Rules
2. OHA and OIS standards
3. College of American Pathologists (CAP) guidelines
4. Clinical Laboratory Improvement Amendments (CLIA) regulations
5. Health Insurance Portability and Privacy Accountability Act (HIPAA) rules and regulations
6. OSPHL policies and procedures

b. How are these guidelines used?

- Used to respond to questions, effectively manage special projects and contracts, and develop approved training and informational resources for appropriate specimen collection, transport, and submission to OSPHL in compliance with federal and state laws, policies and procedures, and OSPHL accreditation; and meet OSPHL goals and objectives.
- The incumbent must fully understand and interpret these guidelines to access and apply appropriately to each situation with internal and external partners and clients. If there is a decision or project that these guidelines do not cover, the incumbent will decide the best action based on expertise and consultation with supervisors and other staff.

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
Clinical Laboratory Directors, managers, and other staff	In person/phone/e-mail/written documents	Provide training, guidance, advice, and policy information	Daily
OSPHL managers and staff	In person/phone/e-mail/written documents	To collect and communicate information, plan, resolve issues	Daily
OHA and OIS personnel	In person/phone/e-mail/written documents	Plan and coordinate projects, ensure compliance with technical/security specifications, resolve technical issues, clarify guidelines, provide information and guidance	Daily
OSPHL Staff	Phone/ Visit/ Email	Operational	Daily

Who Contacted	How	Purpose	How Often
Hospitals, clinics, and other clients and vendors	Phone/ Visit/ Email	Project planning, exchange of information, guidance, resolution of issues	As necessary
Local Public Health Authorities and Tribes	Phone/ Visit/ Email	Assessment, consultation, planning, information sharing, policy development	As necessary
Other state agencies and organizations	In person/phone/e-mail/written documents	Information sharing, policy and program development and coordination	As necessary
CDC, APHL, HHS, other federal agencies	Phone/ Visit/ Email	Grant project planning and status report	As necessary

SECTION 7. POSITIONS RELATED DECISION MAKING

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

Determines and develops the optimal internal or external communication methods to be used for the situational need, whether routine or emergent. Handles and responds promptly to client and partner questions or requests for assistance.

Decides how to measure and analyze OSPHL client satisfaction and recommend solutions to problems identified. This work affects statewide medical diagnostic services provided by OSPHL, and perception of OSPHL by partners. Affects OSPHL regulatory compliance.

Decides how best to establish and maintain OSPHL relationships with clients and partners based on the situational needs of OSPHL and other parties. Determines methods for relationship building and interpersonal and interdependent statewide collaborations. These activities improve the perception of OSPHL, OSPHL's understanding of client and partner networks statewide, affects statewide public health surveillance efforts, and more.

Decide how to measure and analyze pre-analytical policies and procedures for specimens submitted by OSPHL clients, in collaboration with the OSPHL Quality and Safety Teams. Determine how to improve the number of specimens submitted that are acceptable for testing, including optimal methods for client training and informational tools and resources. This work helps ensure optimal specimen submission, accuracy of test results, and ultimately patient care.

SECTION 8. REVIEW OF WORK

Who reviews the work of this 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
Science, Chemistry and Laboratory Administrator 1: OSPHL Business Manager	0040430/ 0000281	In person, Phone, Email, Video calls	Weekly and as needed	Ensure program goals and implementation are on schedule. Strategic planning. Project oversight.

SECTION 9. OVERSIGHT FUNCTIONS- THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

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

Registration in the Health Alert Network (HAN) to receive important public health alerts and emergency notifications. This position is designated as Essential Personnel in the event of a hazardous condition.

Excellent written and oral communication and interpersonal skills are required to work with highly trained professionals across a wide range of disciplines and to represent OSPHL to its clients and partners. Must possess the ability to organize and prioritize work to meet deadlines in a rapidly changing technical and business environment. Must have the ability to establish and maintain collegial and healthy working relationships with diverse groups.

The employee must have experience in project supervision, managing complex systems, identifying problems, generating alternatives, building consensus, and implementing solutions. Project management skills highly desirable. This position requires knowledge of medical laboratory practice, including technologies, quality improvement, and operational management.

Knowledge of Federal and non-profit grant applications and reporting is preferred.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:
Note: *If additional rows of the table are needed, place cursor in last cell at end of a row and press Tab key.*

Operating Area	Biennial Amount ($00000.00)	Fund Type

SECTION 11. ORGANIZATIONALCHART

Attach a <u>current</u> 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