



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

**Position Revised Date:**  
9/20/2024

**This position is:**

- Classified
- Unclassified
- Executive Service
- Mgmt Svc – Supervisory
- Mgmt Svc – Managerial
- Mgmt Svc – Confidential

**Agency:** Oregon Health Authority

**Division:** Oregon Public Health Division

New       Revised

**SECTION 1. POSITION INFORMATION**

- a. Classification Title: Business Operations Manager 1
- b. Classification No: X7085      c. Effective Date: 10-01-1973
- d. Position No: 0000465 (Workday No 000000026007)
- e. Working Title: Partner Services, Training and Communications Manager
- f. Agency No: 44300
- g. Section Title: Center for Health Statistics
- h. Employee Name: Vacant
- i. Work Location (City — County): Portland –Multnomah
- j. Supervisor Name: Jennifer Woodward
- 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**

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, and Transparency.

## **The Center for Health Statistics**

The Center for Health Statistics is the State of Oregon's vital records and statistics program operating under the State Registrar. The Center for Health Statistics functions within the Center for Public Health Practice under Oregon's Public Health Division and is responsible for registering, certifying, amending, and issuing Oregon vital records. This program has been identified as mission critical and foundational for the Public Health Division.

"Vital record" means a report of a live birth, death, fetal death, marriage, declaration of domestic partnership, dissolution of marriage or domestic partnership and related data that have been accepted for registration and incorporated into the official records of the Center for Health Statistics. The Center for Health Statistics is an ongoing operation or function that encompasses the agency's mission, objectives, and goals and has a clearly identifiable statutory and budget authority under Oregon Revised Statute 432, which requires that all vital events be permanently recorded and registered by OHA. These are the legal records documenting a vital event and, in the case of birth certificates, are the primary documents used to establish identity.

The Center for Health Statistics is responsible for:

- Maintaining approximately 6.5 million vital records. Birth and death records have been filed with the state since 1903 and fetal death records since 1919. Marriage records have been filed since 1906 and divorce records since 1925. Approximately 130,000 vital events occur in Oregon each year and must be registered with the state.
- Completing legal changes to vital records that must be documented and tracked. Approximately 36,500 changes to vital records occur annually.

- Issuing certified copies of vital records to customers who need these legal documents to complete essential life tasks. Approximately 141,000 certificates are issued annually.
- Compiling and analyzing the data from vital records. This data is used at the state and national level for program planning and policy development. The Center for Health Statistics is the primary source of data used for measuring key health indicators found in many health indicators projects and state and national health assessments to identify and address health inequities.
- Maintaining and modernizing the electronic vital records system known as OVERS (Oregon Vital Events Registration System). This mission critical system provides a secure web-based environment that supports robust, stable, and flexible operations for all vital records and statistics operation in the state.
- Engaging our partners to ensure the state has a strong vital records and statistics system by providing training, publishing monthly newsletters, maintaining our web site, completing reviews, and sharing information on all new laws, policies and procedures related to vital records.

**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 provide oversight and direction to a unique program in the state - Partner Services, Training, and Communications program that is part of the Center for Health Statistics. This position plans, organizes and manages the operations of the state’s vital records and statistics Partner Services, Training, and Communications program. This position directs and oversees the activities related to engaging the state’s vital records and statistics’ partners to ensure the state has a strong vital records and statistics system by providing training, publishing monthly newsletters, maintaining the web site, completing compliance reviews, and sharing information on all new laws, policies and procedures related to vital records.

**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
15%	N	E	<p><b>Management and Supervision:</b></p> <p>Perform management and supervisory functions of a team comprised of mid-level professional and technical employees</p> <p>a. Set performance goals and deadlines, oversee daily work product and processes, assign and prioritize work, monitor quality and timeliness of work product. Complete performance appraisals and employee development plans. Hold responsibility for management tasks in hiring, firing, review of work, and any disciplinary actions.</p>

			<p>b. Oversee dissimilar complex projects and tasks, set goals and deadlines, monitor quality and timeliness of work product, assign and prioritize work. Projects include but are not limited to, web site development, communication strategies and planning related to implementing laws and policies, development of training, coordination for rule development and implementation and county vital office reviews.</p> <p>c. Oversee and guide continuous process improvement through review of work processes and work products for effective use of staff and other resources. Develop and incorporate performance management systems to improve work processes and evaluate staff performance. Link performance measures to the Center and PHD's Strategic Map and the PHD and OHA performance measurement system.</p> <p>d. Provide opportunities for professional development for individuals and teams, including training, mentoring, and coaching and providing conflict resolution as needed. Ensure use of professional development opportunities by individuals and teams. Contribute to continuous improvement of individual, program and organizational performance. Recommend training to improve the knowledge, skills and abilities for better performance in present positions and to prepare for possible upward mobility.</p>
30%	R	E	<p><b>Plans, organizes and manages the operations of the state's vital records partner services activities</b></p> <p>Directs and oversees the Center's engagement with partners, state and local organizations, external government agencies, and tribal governments, to promote, coordinate and operate the state's vital records and statistics services. Partners include: hospital birth clerks, hospital administrators, funeral directors, county vital record registrars, medical examiners, physicians, medical certifiers, county clerks, state and federal government agencies, public health programs and Center for Health Statistics programs.</p> <ul style="list-style-type: none"> <li>• Directs and oversees the evaluation of business processes, systems, and trainings that impact partners.</li> <li>• Oversees and coordinates the development of system improvements, procedures and trainings to maximize operating efficiency for partners,</li> </ul>

			<ul style="list-style-type: none"> <li>• Provides oversight and management of the compliance review process for County Vital Records offices to ensure laws and rules are followed.</li> <li>• Directs and oversee analysis and implementation of process improvements in County Vital Records offices to ensure compliance with laws and rules.</li> </ul>
25%	R	E	<p><b>Plans, organizes and manages the operations of the state’s vital records training and communications activities</b></p> <ul style="list-style-type: none"> <li>• Directs and oversees the training plan and training activities for the Center. Trainings are conducted throughout the year. Trainings include but are not limited to, OVERS application training on the different vital records modules; implementation of new functionality in OVERS as required by law; new procedures for processing vital records orders to ensure laws are followed, vital records overview; and new employee training,</li> <li>• Oversees the assessment and evaluation of training needs for partners and Center staff by gathering information from partners, agencies and the Center on what new trainings need to be developed and conducted by Partners Services program. Trainings are often needed when new laws are implemented that pertain to vital records or statistics, when new OVERS functionality is implemented or process improvements are required.</li> <li>• Oversees and coordinates the development of new training using various modes, such in-person, live remote, recorded remote, video, or as simple job aids for delivering the training.</li> <li>•</li> <li>• Conducts training with training team as needed.</li> <li>• Directs and oversees the communications plan and communication activities for the Center. Examples of communication that must be coordinated and planned include formal in-person presentations presented by Center leadership, presentations for legislative workgroups, step by step procedures needed by Center staff for completion of</li> </ul>

			<p>specific tasks, OVERS instruction manuals, guides for completing tasks needed by external partners, press releases, monthly newsletters, flyers, brochures, correspondence, handouts and forms related to the work of the Center.</p> <ul style="list-style-type: none"> <li>• Oversees and coordinates the revision and reorganization of the Center's web page.</li> <li>• Ensures that communications reflect current law, rules and procedures.</li> <li>• Explores, evaluates and implements new communication methods for the Center.</li> </ul>
25%	N	E	<p><b>Develop, Recommend and Implement Policy and Procedures</b></p> <p>Directs and oversees the Center for Health Statistics administrative rules process to ensure administrative rules are completed timely according to Secretary of States guidelines.</p> <ul style="list-style-type: none"> <li>• Directs and oversees the development of laws, rules, policies and procedures that pertain to the operations of the Center for Health Statistics and may impact Oregon state agencies, partners, communities, as well as other states.</li> <li>• Provides information, analysis, interpretation or application of laws, rules, policies, procedures and program requirements that are related to the work of the Center. This involves reviewing and analyzing the laws, rules and policies that pertain to the Center's work and the work of other agencies and entities to ensure that the Center's operation are in compliance and if not what processes need to be modified to ensure compliance.</li> <li>• Assists in reviewing and analyzing bills introduced during legislative session.</li> <li>• Tracks legislation bills, attends hearings related to the Center and coordinates bill analysis with Legislative team.</li> </ul>

			<ul style="list-style-type: none"> <li>Interprets and explains vital record laws, policies and procedures related to vital records to partners, stakeholders and public throughout the state as needed.</li> </ul>
5%	R	NE	<p>Other Duties:</p> <p>Participate as a member of the Center for Health Statistics management team in making key decisions related to the operations of the Center including strategic planning and prioritizing projects.</p> <p>Assists in the preparation of the Center’s budget and fee setting Participates in forecasting additional funds needed for staffing, equipment, materials, and supplies.</p> <p>Act a project manager for Center for Health Statistic projects.</p> <p>Act as the Manager for all CHS staff as needed.</p> <p>Lead or participate in CHS committees.</p> <p>Represent the Center for Public Health Practice on Division-wide committees.</p> <p>Represent Oregon on national committees related to vital records and statistics.</p> <p>Participate in implementation of the Continuing Operations Plan when needed, including relocating and reassigning staff if required.</p>
At All Times	R	E	<p>Demonstrate recognition of the value of individual and cultural differences; create a work environment where talents, abilities and experiences of others are valued. Consistently treats Tribes, community members, partners, co-workers, vendors, patients and consumers with dignity and respect. Create and Maintain an inclusive environment for all staff.</p>
Ongoing	N	E	<p>Commitment to ongoing personal and professional development on the topics of anti-racism, elimination of health inequities, trauma-informed and resiliency practices, social determinants of health and equity, universal accessibility and development of diverse and inclusive work environments. Participation in equity focused trainings, resource groups, and workgroups.</p>

## 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.**

Working conditions are a combination of office and remote locations, with full access to needed operating systems and technology in either location. When remote, employee must follow DAS HR Policy 50.050.01 Working Remotely and OHA Operations Policy OHA-010-023 Flexible Work Solutions. Remote work environment will be assessed regularly to determine suitability to the work. There are times when the work must be conducted in the office. The standard work schedule is two days at a remote location and three days in the office. This may change if additional presence is needed in the office. The work of the Center is mission critical. Due to the nature of the duties for this position, 100% of the work is conducted in the office at the Portland State Office Building located at 800 NE Oregon Street, Portland five days a week during standard office hours for the first 6 months. Standard office environment with daily use of personal computer and associated local and network environments, telephones, copiers, fax machines, and other office equipment. Work requires sitting at desk for extended periods of time. Some light lifting, reaching and stooping to reach for, and lift, small boxes or binders. Work is ongoing and projects often must be completed simultaneously with different timelines for completion. Meetings do occur and attendance is required. Sometimes deals with sensitive issues, challenging stakeholders and situations. Employee may be required to use a state vehicle to conduct business; must have a valid driver's license and acceptable driving record or be able to provide suitable alternate method of transportation. This position requires the ability to work as part of a team and handle multiple tasks simultaneously, sometimes within short time frames. Some contact with customers who may be irritated or angry. May need to work overtime on evenings or weekends to meet deadlines or to manage unexpected workload. May have multiple overnight in-state or out-of-state travel. Travel out of state on occasion.

## 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:**

- Oregon Revised Statutes and Oregon Administrative Rules that pertain to vital records and statistics as well as laws that may impact the work of the Center for Health Statistics.
- DAS, OHA, PHD and Center for Health Statistics policies and procedures related to operations, program management, supervision, budgets, remote work, information systems data exchange,

information security/confidentially, data use and access agreements, and contracts.

- Profession-specific Standards of Practice and Ethics
- SEIU Bargaining Agreement
- Oregon Public Health Division Strategic Plan
- State Health Improvement Plan.
- Modernizing Oregon’s Public Health System
- Ten Essential Services of Public Health.
- PHD Continuity of Operations Plan
- CLHO Standards/Program Elements
- Continuity of Operations Plan
- State, national and professional association guidelines for implementing, maintaining and improving all aspects of vital records and vital statistics systems in Oregon and at the federal level.

**b. How are these guidelines used?**

Used as a reference for decision making and for ensuring adherence to laws, rules, policies, and technical guidelines.

**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?
Staff	In-person, telephone, video conference, or written (letter, email, fax, other electronic)	Supervise staff	Frequent
Center management and staff	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Communicate and share information. Provide guidance on tasks.	Frequent
Agency personnel	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Communicate and share information. Provide consultation. Complete tasks.	Frequent
Other Agency personnel	In-person, telephone, video conference, or	Communicate and share information. Provide consultation.	Frequent

Who Contacted	How	Purpose	How Often?
	written (letter, email, fax, other electronic).	Complete tasks.	
Public Health Division personnel	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Communicate and share information. Provide consultation. Complete tasks.	Frequent
OHA Office of Information Services	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Communicate and share information. Provide consultation. Coordinate project tasks.	Frequent
Vendors	In-person, telephone, video conference, or written (letter, email, fax, other electronic)	Communicate and share information. Coordinate project tasks.	Frequent
External partners	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Provide and receive information.	Frequent
General public	In-person, telephone, video conference, or written (letter, email, fax, other electronic)	Provide and receive information.	Frequent
Press/Media	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Provide information.	Occasional
Legislators and state officials	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Provide information.	Occasional

## SECTION 7. POSITION-RELATED DECISION MAKING

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

Makes decisions about the interpretation and application of statutes and rules, program staffing needs, program policies and procedures and the impact these have on the statewide vital records

and statistics system. Recommends revisions to CHS and agency policy. Standardization of these systems impacts the provision of vital record services by 36 county vital record offices. Decisions impact the utility of record systems for long time periods, since archived records and the systems for retrieving them may be used for 50-100 years. Sets goals and objectives for the program. Wrong decisions may result in legal action being taken against the agency.

Personnel decisions are made which affect the hiring, conduct and appropriate handling of employee problems. Decisions affect the motivation/morale of staff and thus the productivity and quality of record data. Identifies problems which may need to be discussed with legal counsel or in formal negotiations with groups outside the Center for Health Statistics; affects the smooth running of the Center and the positive working relationships the Center for Health Statistics has with other agencies.

This is an essential position in a mission critical program so there may be decision-making during an emergency.

**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".*

<b>Classification Title</b>	<b>Position Number</b>	<b>How</b>	<b>How Often</b>	<b>Purpose of Review</b>
PHM3 – State Registrar	#801	Status of projects, consultation	As needed	Information exchange
PHM3 –State Registrar	#801	General information updates, consultation and coaching	Weekly	Information exchange, improvement
PHM3 –State Registrar	#801	Formal performance appraisal	Quarterly	Evaluation for competency/merit

**SECTION 9. OVERSIGHT FUNCTIONS**

a. How many employees are directly supervised by this position? 6

How many employees are supervised through a subordinate supervisor? 0

**b. Which of the following activities does this position do?**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Plan work               | <input checked="" type="checkbox"/> Coordinates schedules                      |
| <input checked="" type="checkbox"/> Assigns work            | <input checked="" type="checkbox"/> Hires and discharges                       |
| <input checked="" type="checkbox"/> Approves work           | <input checked="" type="checkbox"/> Recommends hiring                          |
| <input checked="" type="checkbox"/> Responds to grievances  | <input checked="" type="checkbox"/> Gives input for performance evaluations    |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" 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.**

**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 an emergency.**

**Desired attributes:**

- Good management skills and ability to feel comfortable managing staff.
- Ability to work well with people.
- Excellent verbal and written communication skills and able to communicate information to people with different skill levels and expertise.
- Good organizational and computer skills.
- Skills in interpreting rules and laws.
- Knowledge and skills in project management.
- Skills in managing an information systems project
- Work effectively in a team setting is essential.
- Flexible, since assignments and projects may change.
- Ability to represent the Oregon Health Authority, Center for Health Statistics in a professional manner.
- Working knowledge of computers, electronic data interchange, and database structures, and have the ability to solve problems related to computer programs.
- Experience training staff to use information system programs or in the development and implementation of information system programs

**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
Lead responsibility for program and budget preparation approved for Center by Health Statistics manager (position 801)	\$1.8 million	Other and federal funds

**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

Sep 28, 2024

\_\_\_\_\_  
Date