

resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities. The Behavioral Health 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:

Service Excellence:

- Understanding and responding to Oregon public health needs and the people we serve
- Pursuing our commitment to innovation and science-based best practices
- Fostering a culture of continuous improvement

Leadership:

- Building agency-wide and community-wide opportunities for collaboration
- Championing public health expertise and best practices
- Creating opportunities for individual development and leadership

Integrity:

- Working honestly and ethically in our obligation to fulfill our public health mission
- Ensuring responsible stewardship in public health resources

Health Equity:

- Eliminating health disparities and working to attain the highest level of health for all people
- Ensuring the quality, affordability, and accessibility of health services for all Oregonians
- Integrating social justice, social determinants of health, diversity, and community

Partnership:

- Working with stakeholders and communities to protect and promote the health of all Oregonians
- Seeking, listening to, and respecting internal and external ideas and opinions
- Exploring and defining the roles and responsibility of public health staff and partners

Innovation:

- We are not satisfied with the status quo if there are new and better ways to meet the needs of the people we serve. We bring creativity, experience, and openness to our search for solutions to problems. We pursue opportunities to develop new evidence to evolve our practices.

Transparency:

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

OHA is home to most of the state's publicly supported health programs. OHA divisions include Public Health, Equity and Inclusion, Behavioral Health, Medicaid, Health Policy and Analytics, Fiscal and Operations, and the Oregon State Hospital. The Behavioral Health Division (BHD) encompasses Medicaid and Behavioral Health Programs. Behavioral Health is responsible for the design, development, implementation, monitoring, evaluation, and improvement of publicly funded, community-based addiction and mental health service programs.

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:

Lead strategic projects within Behavioral Health Division-with particular focus on behavioral health priorities of the Governor’s Office, the OHA Strategic Plan and Behavioral Health Division priority work. Will serve as the internal division expert for project management and implementation within either the Behavioral Health or Medicaid realms and work closely with a partner project manager, as well as all programs and services within the Behavioral Health Division. This role will work with a team to implement strategic governance model to advance the OHA Strategic goal of *Transforming Behavioral Health* through project management, which includes strategic planning, progress tracking, solving complex

problems, communication, reporting and change management. The projects managed by this position will be complex in nature, with high impact on the behavioral health goals– and this role will help manage risks across multiple projects working directly with division leadership. All projects lead by this position will require managing cross divisional and functional teams, and collaboration with other divisions and agencies as well, such as Health Policy & Analytics, Public Health, and the Oregon State Hospital. It will provide the assurance of equity-driven project implementation and support transparency and collaboration through the utilization of streamlined processes.

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	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.
5%	N	E	<p>Equity Initiatives and Leadership:</p> <p>Identify and focus on opportunities for increased equity in programs, projects, policy, and systems across BHD as they may relate to the work of system transformation, prevention, harm reduction, racial justice and health equity.</p>
70%	N	E	<p>Project Management:</p> <ul style="list-style-type: none"> • Execute highly complex and autonomous actions and decision-making across all aspects of BHD projects with the focus on advancing behavioral health strategic priorities. Project assignments will be based on urgency and organizational needs. • Ensure consistent progress of all projects under their purview. Removing barriers and elevating appropriately to supervisor and leadership. • Collaborate with leadership and subject matter experts to identify key priorities and develop comprehensive project plans for high-priority initiatives. • Allocate project resources, provide logistical support, and develop project budget. Identify potential project risks and formulate risk mitigation strategies. • Develop comprehensive project plans, monitor budget, schedule, and performance metrics. • Manage changes to the project scope and ensure successful project delivery.

			<ul style="list-style-type: none"> • Coordinate with consumers, contractors, and staff throughout OHA to implement change management and communication strategies. • Ensure community engagement is at the forefront of decision making for projects. • Plan operational improvement projects and comprehensive research studies; identify project scope, required training and resources. • Recommend and review project budget and spending plan. • Identify potential risks and barriers, and design strategies to mitigate or avoid them. • Manage project steps to ensure clear and concise participation of project team members and other stakeholders. • Manages the organization, storage and maintenance of all projects related documentation. • Monitor and track project budget, schedule and performance. • Coordinate project activities with internal units. • Administer project contracts; monitor and evaluate contractor performance. • Recommend changes to project plan in response to unforeseen changes or unexpected results. • Obtain approvals to proposed changes in project scope, quality, budget, or schedule. • Lead interdisciplinary project teams that have complex deliverables across the division and agency and provides representation in cross division and agency committees for those projects. • Under the direction of the manager, supports the development of standardized project reporting across key strategic priority areas. • Implements standardized project management and reporting across complex high level projects in accordance with division standards • Under the direction of the manager, supports staff training and development for project management. • Under the direction of the manager, collaborates with stakeholders and project team members to develop project report outs, facilitate issue and risk escalation for review by internal behavioral health committees. • Develop internal and external communications plan under direction of manager for strategic projects. • Ensure community engagement is at the forefront of all project implementation decision-making. • Facilitate conversations through the thoughtful use of equity-centered techniques to ensure group collaboration and joint decision-making.
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5%		E	<p>Community and Partner Engagement Support:</p> <ul style="list-style-type: none"> • Facilitate community engagement sessions in collaboration with Community Engagement unit to learn from individuals, committees and organizations who engage in and receive services being implemented through projects. • Collaborate with community members, partners, and committees as the discretion of the project needs in collaboration with community engagement unit. • Conceptualize vision, values and large desired policy changes in a manner that can be articulated to OHA staff and partners.
5%		E	<p>Legislative Support:</p> <ul style="list-style-type: none"> • Support legislative coordinator in review of legislative proposals to provide project implementation recommendations. • Assess project management needs for proper implementation to support new initiatives. • In collaboration with legislative coordinator monitor implementation of legislation related to implementation of a project.
5%		E	<p>Systems and Organizational Improvement:</p> <ul style="list-style-type: none"> • Evaluate through comprehensive study, organizational systems shared by state agencies. Define requirements by working with stakeholders. • Analyze user needs against systems functions; validate data and system functioning by applying state policy and procedures to system functioning. • Conceptualize and develop specifications that include detailed design documents and technical specifications. • Recommend policies and procedures or priorities to reflect the system integration goals and requirements. • Provide guidance to technical experts to test and approve system and program changes, manage issues and solve problems. • Develop documentation, manuals and training; recommend operating policy and procedures and implement strategies to effect system enhancements. a
5%		E	<p>Contract Administrator:</p>

			<ul style="list-style-type: none"> • Determines when additional contracting is needed for projects and independently advises on skillset suitability in collaboration with the Contracts Unit. • Guides and advises program staff on project related deliverables and general contracting process. • Works in collaboration with contracts unit to track contract completion. • In alignment with agency strategy, makes decisions on contract content, including reimbursement and accountability provisions. • Ensure contracts promote and ensure OHA's health equity definition and are written in a way that contractors provide equitable services to people in Oregon most impacted by health inequalities.
5%		NE	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 job requires frequent preparation and/or presentation of technical and professional material against assigned deadlines. Some evening and/or weekend work is required. Frequent contact and work with a variety of clinical and professional staff in a variety of office, virtual and meeting room settings is expected. Work requires identifying and coordinating delivery of optimum community-based services for people from a system that is currently at maximum capacity.

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 laws, rules and funding requirements relating to Medicaid services, behavioral health, alcohol and other drug treatment plans and services.

State laws, rules, and contract requirements relating to Medicaid and behavioral health services
Departmental and office policies and procedures.

Local requirements as appropriate.

b. How are these guidelines used?

The laws, rules, policies, and procedures, together with heavy reliance on data, literature, and local provider input, define and continually update the scope and requirements of Medicaid and Behavioral health programs and services. These guidelines are used to help determine appropriate utilization of project management resources for efficient implementation.

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?
Consumers and persons with lived experience	Virtually, telephone, in person, email	Listen to identify opportunities to improve services and programs to create a simple, meaningful and responsive system.	Daily, Weekly
Oregon State Hospital staff and social workers	In person, meetings, email, phone	Collaborate to improve flow of patients through system and improve patient outcomes at discharge.	Daily
State and federal agencies, Governor's office	Phone, meetings, mail, in person	Discuss cooperative and complementary efforts and programs; act as liaison to federal and state partners in an effort to work collaboratively. Provide consultation and technical assistance.	Daily
Treatment Service Providers and professionals	Phone, meetings, mail, in person	Provide technical assistance, discuss revision to state wide plans and need for local tailoring. Outcome evaluation.	Several times a month
General Public	Phone, meetings, mail, in person	Respond to questions/concerns and outline/encourage support for effective local treatment, intervention, postvention and prevention services.	Several times a month
Media and State Legislator	Phone, meetings, mail, in person	Respond to requests and provide information on the needs/breadth/quality of treatment and prevention service programs. Provide consultation and technical assistance. At the request of External Relations, serve as OHA spokesperson on issues related to suicide.	Weekly
Research and Evaluators	Phone, meetings, mail, in person	Review and interpret data, plan special studies and prepare informational presentations	Daily
Health Service Managers	Phone, meetings, mail, in person	Policy, procedures, and system recommendations.	Daily

City and County Officials	Phone, meetings, mail, in person	Discuss local and regional plans, systems performance, and funding issues.	Weekly
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SECTION 7. POSITION-RELATED DECISION MAKING

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

- Continually addresses and solves complex problems in relation to implementation of high-profile agency initiatives.
- Utilizes advanced judgement when determining how to present complex information on behalf of OHA.
- Determines which information is to be used to develop reports to the legislature regarding BHD programs. These systems are highly complicated and involve sensitive and controversial components.
- Responsible for managing and implementing projects that affect many Oregonians daily. The decisions made in this role will substantially influence how behavioral health services are delivered to communities across Oregon.
- Develops plans for use of agency resources to implement projects and meet short deadlines. Failure to provide adequate support could impede the delivery of project deliverables.
- Requires frequent management of several competing priorities with short timeframes needing decision-making at the same time.
- Make independent determinations that commit agency resources in order to meet the needs of projects on an as needed basis.
- 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.

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
Business Operation Manager 2	NBP	Meetings, email, text, phone, TEAMS and other virtual meeting and instant messaging platforms	As needed, daily and weekly	Supervision, problem-solving, communicate updates on progress of major tasks and projects.

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.

Always determine the impact of work and all other aspects of the program on health equity. Ensure decisions prioritize the equitable distribution or redistribution of resources and power and recognizing, reconciling and rectifying historical and contemporary injustices.

The employee serves as a resource and expert for OHA in the area of Project Management and Implementation. In this capacity the position serves as a link to a variety of Federal, State and local partners in the pursuit of the OHA goals. The employee leads and participates in appropriate task forces, committees, workgroups and advisory panels related to policy and program development and implementation.

Principles, methods and standards of project management.

Methods and techniques of the analysis and reporting of financial data.

Operational research techniques, methods and practices.

Business and management principles involved in strategic planning, resource allocation, leadership technique, production methods and coordination of people.

Theory, principles and practices of organizational behavior, analysis and evaluation.

Practices and procedures of administrative systems typical to complex organizations.

Advanced statistical methods and the application to organizational analysis.

Theories and practices of computer systems analysis, software and hardware capabilities typical to complex organizations.

Techniques and methods of disseminating communication within an organization.

Qualitative and quantitative techniques for analyzing and measuring the effectiveness, efficiency and productivity of administrative and technical programs.

Theory and principles of organizational systems and the methods of application to government operations.

The executive and legislative decision-making process.

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
_____ Cassie Lovett/s/ Supervisor Signature	_____ 12.5.2024 Date
 _____ Appointing Authority Signature	_____ Aug 7, 2025 Date