



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:

Agency: Oregon Health Authority

Division: External Relations Division – Community Partner Outreach Program

This position is:

- ☒ **Classified**
☐ **Unclassified**
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc – Confidential

☒ **New** ☐ **Revised**

SECTION 1. POSITION INFORMATION

- a. Classification Title: Program Analyst 2
- b. Classification No: C0861 c. Effective Date: Jan 1, 2024
- d. Position No: 1025373/000000161140
- e. Working Title: Regional Outreach Coordinator (ROC) Central Oregon Region
- f. Agency No: 44300
- g. Section Title: Community Partner Outreach Program
- h. Employee Name: _____
- i. Work Location (City — County): Salem (Mobile)
- j. Supervisor Name: Analuz Torres
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☐ Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative
☒ Non-Exempt
- m. Eligible for Overtime: ☒ Yes ☐ No

SECTION 2. PROGRAM AND POSITION INFORMATION

- a. Describe the program in which this position exists. Include program purpose, who's affected, size and scope. Include relationship to agency mission.

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 the health care services received by an estimated 1.2 Million Oregonians served by programs such as: Oregon Health Plan, Public Employees Benefit Board, Oregon Educators Benefit Board, Oregon Medical Insurance Pool, and the Family Health Insurance Assistance Program.

The OHA's mission is to help people and communities achieve optimum physical, mental, and social well-being through partnership, prevention, and access to affordable health care. OHA's work is organized into three broad goals: Improve the lifelong health of all Oregonians, increase the quality, reliability, and availability of care for all Oregonians, and lower or contain the cost of care so it is affordable to everyone.

This position is in the Community Partner Outreach Program (CPOP) within the External Relations Division (ERD) in the Oregon Health Authority, which administers the State Medicaid Program, the Oregon Health Plan, which provides health coverage to low-income Oregonians. The External Relations Division functions as the glue that binds together the eight divisions of the Oregon Health Authority. ERD strives to enhance communications to audiences both inside and outside our agency. Our stakeholders include Oregon legislators, Oregon Health Plan providers and members, advocates and community partners, local and federal government, public health, members of the media, OHA employees, and all Oregonians and their families. We value transparency, accuracy, and engagement.

Our staff includes the Government Relations team, the Office of Communications, and the Stakeholder and Member Support team. The latter includes Innovator Agents, who support coordinated care organizations (CCOs) and health system transformation, and the Ombudsperson, who is responsible for constituent services and navigating complex cases surrounding health care for Oregonians. The Ombudsperson is a key role within the agency and a true advocate for patients.

The Oregon Health Authority's Community Partner Outreach Program (CPOP) has built a one-of-a-kind network of community partner organizations serving every county in Oregon. Those community partner organizations are supported by CPOP to do outreach to underserved and under-resourced communities. This ensures Oregonians are enrolled in healthcare coverage, receive help in accessing that coverage, and advocate when the healthcare system is operating less than optimal.

Our mission is to engage communities across Oregon to advance an equitable, responsive health system, envisioning a strong and healthy Oregon.

OHA values service excellence, leadership, integrity, health equity, and partnership.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

As a Regional Outreach Coordinator (ROC), your primary purpose is to serve the Central Oregon Region (Crook, Deschutes, and Jefferson Counties) to identify community partner organizations to serve as grantees, monitor and support grantees' activities and serve them at the regional level. Additionally, you will engage with community partners who wish to assist Oregonians in enrolling in the Oregon Health Plan and helping them navigate the health care system.

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

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

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

% of Time	N/R/NC	E/NE	DUTIES
80%	N	E	<u>Program Administration</u> • Arrange for informational sessions and trainings to assist Community Partners in sharing Oregon Health Plan information, effective outreach strategies, and meaningfully engaging community members. • Review, update, and share OHP information and application assistance process with community partners and other around the State. • Provide technical advice and support CPs to support community members effectively. • Develop program operational guidelines and procedures that influence and define Medicaid/OHP processes and rules supportive of OHA and CPs' work. • Develop outreach and community engagement plans to implement and impact communities within the region of service effectively. • Identify trusted Community Partners to deliver services addressing cultural and linguistic community needs while maximizing the agency's financial resources. • Anticipate, address, and mitigate possible risks and/or challenges the program can encounter. • Coordinate CPs' work to ensure adequate services are available in the service region. • Identify new CPs to onboard as needed. • Coordinate with leadership to ensure allocated funding supports the community outreach and engagement levels needed by communities. <u>Program Monitoring</u> • Conduct monthly grantee check-ins to evaluate project progress and adequate expenditure levels according to funding levels. • Provide feedback and technical assistance to achieve expected outcomes. • Prepare weekly activity reports to inform leadership of the progress of the program.

			- Assess the quality and effectiveness of services and provide support to either continue in the right trajectory or address issues to correct deficiencies and change course in the right direction. - Monitor the effectiveness of the COVID-19 Public Health Emergency Unwinding period impact on the community partner assisting those up for redetermination. - Make adjustments and supports for community partners assisting those with member redeterminations. <u>Program Representation</u> - Support and work with CPs to help them understand their grant agreement's program guidelines and protocols. Including rules, regulations, policies, and procedures. - Partner with CPs to organize community forums, presentations, and trainings to ensure community members know the available services, benefits, and the most updated information and have the opportunity to ask questions about the program/s. - Represent OHA-CPOP as a spokesperson to inform CPs, local businesses, community leaders, providers, policymakers, local governments, or other stakeholder groups. - Facilitate presentations regarding an array of health equity topics, such as OHP, Social Determinants of Health, Medicaid Policy, and other topics to stakeholders, CPs, Community Care Organizations, health care providers, Federally Qualified Health Centers, School Boards, and other government agencies. Occasionally, present at national or statewide conferences representing OHA/ERD/CPOP/State of Oregon.
10%	N	E	Work in a team community environment to conduct outreach to targeted communities and constituencies to develop new or to support existing partnerships
10%	N	E	Complete special projects as assigned by the Community Partner Program Outreach Manager.
At all Time	N	E	Demonstrate recognition of the value of individual and cultural differences; create a work environment where talents and abilities are valued. Create and maintain a work environment that is respectful and accepting of diversity.
At all Time	N	E	Consistently treats customers, stakeholders, partners, vendors, and co-workers with dignity and respect. Creates and maintains a work environment that is respectful and accepting of diversity. Sets clear guidelines and models

			expected office professional behaviors. Establishes and maintains clear methods for reporting inappropriate actions.
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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.

Open space concept for office with frequent interruptions. No smoking or vaping. Extensive regional and statewide travel is required, and some out-of-state travel. Possibility of travel in hazardous weather conditions. It requires the physical ability to get into and out of a vehicle frequently. Evening and weekend work is likely, with a probability of overnight stays. This position involves frequent contact with representatives of associations, medical providers, OHA staff, DHS staff, field offices, legislative offices, state agencies, and other affected parties. Work products can be highly visible and of significant interest to legislative representatives, multiple stakeholder groups, and state associations. Personal computer on the network. Public speaking to large and small audiences will be required. These are daily conditions.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures:

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

b. How are these guidelines used?

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

b. How are these guidelines used?

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

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact? When applicable, please identify contacts that might be virtual/ in-person, or both.

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

SECTION 7. POSITION-RELATED DECISION MAKING

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

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

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
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Community Partner Program Outreach Manager	9227850	Review of work through status reports, weekly meetings and products submitted.	Daily, weekly, monthly, as needed.	Provide daily supervision and to assure that plans are followed, and goals/deadlines met.

SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? 0
- How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|--|---|
| ☐ Plan work | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☐ Responds to grievances | ☐ Gives input for performance evaluations |
| ☐ Disciplines and rewards | ☐ 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.

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

8/18/2025

Date



Supervisor Signature

8/19/2025

Date



Appointing Authority Signature

08.21.2025

Date