

LINN COUNTY CLASSIFICATION

**TITLE: HEALTH SERVICES OPERATIONS AND INFORMATION
TECHNOLOGY PROGRAM MANAGER**

NUMBER: 742

APPROVAL ORDER NUMBER: 2024-159

PAY RANGE: 26

DATE: MAY 7, 2024

CATEGORY: MANAGEMENT/EXEMPT

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Responsible for planning, organizing, directing, coordinating, evaluating and monitoring Linn County Mental Health operations. Responsible for the overall support of the Health Department software and hardware information systems, including development and implementation of strategic plans and goals, as well as, the development, implementation and management of the department data center and wired/wireless networks.

SUPERVISION RECEIVED: Works under the general direction of the Health Services Administrator or designee who outlines department needs, timeliness and priorities and provides guidance with challenging or sensitive operational or community matters. Evaluates program quality and effectiveness. A person in this classification is expected to function with significant independence, develop policies and procedures and exert considerable latitude of judgment.

SUPERVISION EXERCISED: Exercises supervision over all staff assigned to programs for those with mental and emotional disorders and Health Information Technology. Assigns duties, provides direction, advise and consult on problems and interpretations of laws and regulations; tracks projects through to completion; participates in the selection of new personnel; oversees program staff training, schedules leave of absences and recommends personnel actions as delegated by the Health Services Administrator or designee.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain in this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Provides Operational Management of the Mental Health Program. Assumes responsibilities of Mental Health Program Manager in his/her absence. Provides oversight of Quality Assurance program.
2. Manages and monitors contract deliverables for the Mental Health Program.
3. Provides direction and oversight of the use and operations of all systems, including electronic medical records; works to assure that operation of all systems meets compliance standards, rules, federal regulations and contractual requirements.
4. Manages policy and procedure development and implementation. Notifies Program Managers and Health Administration of revisions made to the Oregon Administrative Rules (OAR), new legislation and other contractual requirements as applicable.

5. Develops, implements and evaluates department goals, objectives, policies, procedures and performance measures necessary for the efficient and effective delivery of all department information technologies used.
6. Provides project management for all Health Information Technology projects, including providing direction and motivation for internal staff, contractors, vendors and any other project participants.
7. Ensures IT and security industry standards and best practices are met for information storage, data security and business continuity planning. Ensures compliance standards, guidelines, policies and procedures are met.
8. Provides financial and budgetary management for Health Information Technology, including budget preparation, monitoring of expenditures, establishing financial and budgetary controls and recommending new capital acquisitions.
9. Conducts performance evaluations on employees assigned and/or directly supervised.
10. Develop and maintain effective, harmonious and reasonable work relationships with others.
11. Maintain regular and predictable work attendance.

OTHER FUNCTIONS: This classification covers the most significant essential functions performed by an employee in this position but it does not include other occasional work which may be similar to, related to or a logical assignment of this position. Any one position in this classification may be assigned some or all of the duties listed under essential functions or that arise as other functions. The balance of the various duties, responsibilities and/or assignments of this position may change from time to time based upon management's decisions on how to best allocate resources. Any shift, emphasis or rebalancing does not constitute a change in the essential functions of the job classification.

RECRUITING REQUIREMENTS: (Additional specific details may be provided by the specific office or department job announcement, if applicable.

KNOWLEDGE, SKILL AND ABILITY: Considerable knowledge of community mental health service delivery, including knowledge of statutes and administrative rules which govern community mental health programs for the mentally and emotionally disturbed. Knowledge of administrative principles and supervision practices associated with mental health program planning and supervision and personnel management. Considerable knowledge of laws and regulations applicable to mental health programming. Considerable knowledge of information technology hardware and software, including the application of software technology, using desktop, mobile and web-based applications to meet requirements of federal and state regulations and laws.

HEALTH SERVICES OPERATIONS AND INFORMATION TECHNOLOGY PROGRAM MANAGER

Page 3

Ability to write clear and concise business reports. Ability to provide leadership and maintain effective working relationships with peers, supervisors and professionals in related disciplines. Ability to use word processing as required by the position.

EXPERIENCE, EDUCATION AND TRAINING: Six years of post-Master's experience in mental health including a minimum of three years of program planning responsibilities Master's Degree in a counseling or social work, business administration or health administration or a related field is required. A minimum of three years' experience managing applicable hardware and software systems is required or any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described.

NECESSARY SPECIAL QUALIFICATIONS: Certain assignments may require certification by the State Health Services Division following appointment. Possession of a valid motor vehicle operator's license and an acceptable driving record at the time of appointment may be a condition of employment. Appropriate licenses, registration or certification may be required. Must be able to pass a criminal history check, not be on the Centers for Medicare and Medicaid Services (CMS) disqualified list and be free from unsubstantiated abuse reports and be able to meet the credentialing requirements of the Coordinated Care Organization assigned to Linn County.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is typically performed in an office environment under usual office working conditions and typical office environment noise levels with some telephones, personal interruptions and background noise. Required to remain in a stationary position fifty (50) percent of the time and occasionally move about the office to access and use office machinery; frequently engage and community with County employees and members of the public to exchange information and attend meetings for prolonged periods. Must occasionally lift and/or move up to twenty-five (25) pounds. Manual dexterity and coordination are required while operating equipment including, but not limited to, phone system and personal computer including word processing, spreadsheet and database software; computerized Electronic Health Record systems; copy and fax machines, calculator, computer keyboard, video display terminal and other related tools and equipment.