



PA2 – Ombudsperson

REQ-21881

Salary: \$4,312 - \$6,294 per month

Closing Date: Midnight on 04/13/2020

Do you have experience advocating for underrepresented populations? If you are driven by the passion to do something meaningful that changes lives, the [Oregon Health Authority \(OHA\)](#) is the place for you!

The Oregon Health Authority Ombuds Program is recruiting for an Ombudsperson with *Case Management, Medicaid, and health equity experience* to join our team .

WHAT YOU WILL DO!

As an Ombudsperson, you will act as an advocate for individuals eligible for and enrolled in the Oregon Health Plan (OHP). You will support OHP members access to quality, value-based care through individual case advocacy and resolution. You will use learnings from individual member complaints to inform operational and policy recommendations to OHA leadership and external partners.

In this role, you will work independently and as part of a team. You will support the Ombuds program day-to-day case resolution of individual Oregon Health Plan complaints through researching background and relevant contextual information, troubleshooting case records, and conducting telephone interviews for client-centered case management and to ensure concerns resolution. You will actively contribute to the program design, development, and implementation of this growing program. Previous experience understanding Medicaid complaints data categories and developing or transiting to case management or Ombuds program software is a plus.

Additionally, you will be required to demonstrate:

- Empathy

- Strong interpersonal and cultural humility skills,
- Conflict resolution and mediation,
- Collaboration with internal Oregon Health Authority and community programs, and,
- Analytical investigation

WHAT WE ARE LOOKING FOR:

- (a) Five (5) years of experience coordinating or administering a program. **OR** (b) A Bachelor's Degree in Business or Public Administration, Behavioral or Social Sciences, or a related field; **AND** Two (2) years of experience coordinating or administering a program. **OR** (c) A Master's Degree in Business or Public Administration, Behavioral or Social Sciences, or a related field; **AND** One (1) year of experience coordinating or administering a program. **OR** (d) A Doctor's Degree in Business or Public Administration, Behavioral or Social Sciences, or a related field.
- Demonstrated experience collecting, analyzing, and using data to communicate and influence others; particular preference will be given to candidates with experience collecting and using health data to support health equity, reduce disparities, and/or advocate for health equity principles.
- Proven experience providing advocacy for underrepresented populations or proven case management experience with underrepresented and vulnerable populations.
- The ability to analyze complaints, gather and analyze relevant information, and pursue effective solutions to support advocacy, equity, and client-centered resolution.
- Models collaborative problem-solving skills and solution driven discussions.
- Strong communication skills with the ability to persuade and communicate across a variety of forms.
- Demonstrated ability to build and steward positive relationships with diverse community groups including communities of color, immigrant groups, the disability community, and other traditionally marginalized and non-dominant culture groups.
- Knowledge of health services delivery systems; government health benefit programs, particularly Medicaid; and client rights related to those programs.
- Bilingual language skills in one of the top five languages spoken by Oregon Health Plan members (Spanish, Russian, Vietnamese, Chinese, and Arabic) strongly preferred.
- Preference may be given to applicants with an advanced degree from an accredited institution in field such as social work, communication, psychology, law, conflict resolution, or organizational developments preferred and/or coursework, training and/or program development focused on social justice, diversity and inclusion, universal access and the ADA, dismantling institutional privilege, social determinants of health and equity preferred.
- Preferences may be given to applicants with demonstrated experience advancing health equity, cultivating relationships with, and advancing the interest of non-dominant cultures such as linguistically diverse, immigrant or refugee populations, LGBTQ communities, and, gender- and ability- diverse community members.
- Previous Ombuds experience.
- Previous Medicaid experience.

WHAT'S IN IT FOR YOU?

We offer a workplace that balances productivity with enjoyment; promote an atmosphere of mutual respect, dedication, and enthusiasm. You will collaborate in an open office with a team of bright individuals to work with and learn from. We offer full [medical, vision and dental](#) with paid sick leave, vacation, personal leave and ten paid holidays per year plus [pension and retirement plans](#). If you're driven by the passion to do something meaningful that changes lives, the [Oregon Health Authority](#) is the place for you.

LINK TO OFFICIAL STATE APPLICATIONS (required):

https://oregon.wd5.myworkdayjobs.com/en-US/SOR_External_Career_Site/job/Salem--Summer-Street---OHA/Ombudsperson_REQ-21881