



Department of County Management  
**MULTNOMAH COUNTY OREGON**

Human Resources  
 Multnomah Building  
 501 SE Hawthorne, Suite 300  
 Portland, Oregon 97214

Date: November 26, 2014  
 To: Margaret Robinson, Health Department: STD/HIV/Hepatitis C & Adolescent Health Promotion  
 From: Karie Miller, Classification and Compensation Unit (503/3/300)  
 Request #: 2719  
 Position Number: **708530**

*Karie Miller*

We have completed our review of your request and the decision is outlined below.

**Request Information:**

Date Received: November 24, 2014	Effective Date: May 24, 2014
Current Classification: Program Supervisor	Allocated Classification: Program Manager 1
Job Class Number: 9361	Job Class Number: 9615
Pay Grade: 124-126	Pay Grade: 127-129
	Pay Range: \$63,353.76 - \$97,797.84 Annually

**Position Information:**

- Classified Management
- Filled & incumbent reclassified - see Employee Information Section

**Employee Information:**

Name of Incumbent Employee: Margaret Robinson (SAP# 7047)

Date	Job Class and Number	Grade	Annual	Action
5/23/14	Program Supervisor (9361)	124-126	\$80,337.12	Pre-Reclass
5/24/14	Program Manager 1 (9615)	127-129	TBD	Post-Reclass

**Reason for Classification Decision:**

This filled position within the Health Department's STD/HIV/Hepatitis C and Adolescent Health Promotion program is requested for reclassification by the employee from a Program Supervisor to a Program Manager 1. Over the past couple of years, several management positions have been reclassified to non-management status and others have been eliminated; as a result others have assumed the duties, responsibilities, and staff previously assigned to those positions. For the past 18 months, this position has been delegated leadership roles in Community Health Services including independently awarding large contracts through the RFP process, determining the scope of work and the budgets for inter-governmental agreements, and reallocating resources for various sub-populations through multiple contracts with a variety of agencies in a six-county geographic area spanning two states. This position is responsible for directing and overseeing the full continuum of care for low-income people living with HIV; developing, administering, and evaluating policies, protocols, strategies, goals, and objectives; responsible for financial management, including data collection, assessment, and analysis; supervising management, professional, paraprofessional, technical, administrative staff, and contractors; providing strategic direction by developing, defining, and implementing new collaborations to deliver improved and innovative services; directing the implementation of the Ryan White CARE Act Part A grant; managing relationships with contracted service delivery partners; developing comprehensive plans for providing care and support services; managing complex interdivisional and/or interagency strategic programs and projects involving multiple jurisdictions, multiple disciplines, and/or community groups; directing the development of service delivery standards and program outcomes for primary care services; providing strategic direction for the establishment of standards and client level outcomes for support services; managing the development of program and contractor quality management plans, improvement goals, and indicators; overseeing the implementation of quality improvement activities; leading quality management activities; analyzing and evaluating the effect of policy decisions upon service delivery and operations; formulating recommendations based on data-driven analysis and study; functioning as a subject matter expert for the programs and resolving critical or complex

program issues/problems; serving on various external statewide and regional policy and planning committees; representing the County and assigned programs to various program and planning groups; developing and making formal presentations, conducting community outreach, and responding to formal requests for information; preparing grants/contracts/work plans; monitoring and participating in the development and administration of the program budgets; selecting, motivating, coaching, and evaluating a diverse workforce; and working with employees to correct deficiencies. Qualifications for the classification include the equivalent to a bachelor's degree with major course work in business administration, public administration, or a related field; and five (5) years of increasingly responsible and major program experience in the desired field or discipline, including three (3) years of program supervisory and/or leadership experience. The employee's qualifications include a Master's of Public Health, a graduate certification in Urban and Regional Planning, experience working in the Ryan White HIV program since 2001 managing contracts and staffing the Planning Council, and five (5) years of previous work experience in other community health programs.

An analysis of the Program Supervisor, Program Manager 1, and Manager 2 classifications was performed before making an allocation decision:

The *Program Supervisor (9361)* classification supervises, coordinates, and evaluates professional staff assigned to a small program, or supervises the staff of a section or unit within a large program. Incumbents are "hands on," working managers responsible for performing direct program service work and often function as subject matter experts for their small teams, resolving critical or complex program issues and problems. Qualifications include the equivalent to a bachelor's degree with major course work in business administration, public administration, or a related field; and three (3) years of increasingly responsible professional leadership or technical program experience in the desired field or discipline. The position under review will be responsible for overall leadership, direction, and management of HIV Care Services; therefore, this classification is not a good match.

The *Program Manager 1 (9615)* classification manages multiple programs within a large division comprised of homogenous professional client services or exercises direct oversight and control of a major program that functions as an autonomous small "division" reporting to a Department Director. Incumbents supervise management, professional, paraprofessional and/or technical staff whose work assignments require a professional body of knowledge and expertise gained through advanced education, training, and often formal certification/testing. This classification has budget responsibility and significant program scope/impact. Qualifications include the equivalent to a bachelor's degree with major course work in business administration, public administration, or a related field; and five (5) years of increasingly responsible and major program experience in the desired field or discipline, including three (3) years of program supervisory and/or leadership experience.

The *Manager 2 (9364)* classification exercises oversight and supervision of assigned programs that are critical to the County including the supervision of staff assigned to such programs, and exercises responsibility that is programs-specific in nature. This classification makes decisions that involve the implementation of program direction; has responsibility for functions and resources associated with assigned programs; and is accountable for program outcomes for the assigned areas of responsibility. The Manager 2 classification has responsibility for 5-9% of total division budget, one (1) to two (2) management direct reports, and 5-9% of FTEs in the division. The position under review does not have responsibility that encompasses all of the distinguishing characteristic requirements of this classification; therefore, this classification is not a good match.

The duties, responsibilities and qualifications support that this position is allocated to Program Manager 1 (9615).

**Rules and Rights:**

This classification decision is subject to all applicable requirements stated in Multnomah County Personnel Rule 5-50 including the provision that Central HR may re-evaluate the classification decision up to one year from the date of issue to ensure duties and work are being carried out as originally described. This allocation may require Board of County Commissioners' approval, and so this decision is considered preliminary until such approval is received.

If you have any questions, please feel free to contact me at 503.988.7603.