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## TRINITY HEALTH POSITION DESCRIPTION

<b>Job Code:</b>	T2571	<b>Title:</b> Organization Effectiveness (OE) Program Consultant
<b>Date:</b>	June, 2020	<b>Department:</b> Organization Effectiveness
<b>FLSA:</b>	Exempt	<b>Reports To:</b> Manager, Director or other OE leader (varies)
<b>Grade:</b>	13	<b>Approved By:</b>

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### POSITION PURPOSE

Provides Organization Effectiveness (OE) program(s) leadership, direction, and oversight for the planning, implementation, and ongoing evaluation of one or more Organization Effectiveness programs for Trinity Health leadership and colleagues. Ensures that each program integrates the mission, values, culture and strategic priorities of Trinity Health, as it builds core competencies, effectiveness and/or other program(s) value. Consults with key stakeholders to assess program related needs and recommends appropriate related program offerings, services and/or other resources. Recommends and maintains strategic relationships with internal and external service partners, vendors, and/or other program resources and providers. Consults on key program offerings. Keeps current with OE and program related industry trends and best practices. Leads and facilitates portions of other initiatives pertaining to aligned OE program(s).

### ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates, and demonstrates the Trinity Health Mission, Vision, and Values in behaviors, practices, and decisions.
2. Provides leadership, direction and oversight Of at least one Trinity Health system and/or service area wide program and orchestrates aligned OE program(s) or service(s) and their implementations and delivery including potential oversight and facilitation of cross-functional team(s). Develops and executes program and service production operational work plans to support exceptional and efficient OE program and service experiences.
3. Leverages program and operational data and measurements to define and demonstrate progress, ROI and impacts. Identifies, recommends and implements program continuous improvements based on stakeholder feedback, industry best practices and alignment to strategic priorities. Works with OE and vendor partners to develop and implement program evaluation methodologies to ensure program effectiveness and ROI.
4. Interacts with both internal and external stakeholders in production and service delivery such as Trinity Health executive leaders, operational managers, colleagues, vendors, contractors and/or

faculty. Works with system office and service area senior leaders to identify program participants or other benefactors based on program criteria.

5. Oversees aligned program(s) project, production and/or service delivery plans and workflows. Identifies opportunities to further strategic application of program across the system. Manages production and project plan execution, from inception to completion, through work with OE practice areas, other HR functions and internal and external HR service partners to ensure plans are successfully implemented and services are delivered on time, on budget and to specifications.
6. Assesses program communications and/or documentation needs, develops communication and/or document delivery plans, and writes, designs and produces customer-ready programs, projects and/or operational communications, documents and/or promotional materials, templates, and toolkits to relay Organization Effectiveness (OE) programs and services to audiences, including executive teams, service partners, business leaders, and program participants. Works with key stakeholders, service partners and subject matter experts to refine documentation content and communication messaging in alignment with Trinity Health and/or OE standards.
7. Serves as owner and primary contact of select third party providers and vendors. Researches, recommends and maintains preferred vendor and consultant relationships to maximize Trinity Health's purchasing leverage and maintain quality expectations. Directs vendor service and product provision, and integration and/or customization with Trinity Health processes, tools and/or other resources. Interacts frequently with vendors, system key stakeholders and service partners, and OE program and service participants and beneficiaries to ensure needs are met, timely and appropriate program information is provided, and a positive program experience.
8. Projects annual program expenditures for incorporation into budget plans. Manages day to day approved budget line items for program(s).
9. Leads and/or contributes to other OE programs and related initiatives as needed.
10. Other duties as needed and assigned by the manager.
11. Maintains a working knowledge of applicable Federal, State, and local laws and regulations, Trinity Health's Organizational Integrity Program, Standards of Conduct, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical, and professional behavior.

## **MINIMUM QUALIFICATIONS**

1. Bachelor's degree in Business, Communications, Organization Development, Education, Quality Improvement or a related field and a minimum of seven (7) years of work experience, preferably in Organization Effectiveness programs such as those in Talent Development, Talent Management or Organization Design and Development, or an equivalent combination of education and experience. Master's degree preferred.
2. Four (4) or more years program management experience in a multi-unit business. Healthcare system experience preferred. Comprehensive knowledge and demonstrated leadership experience in implementation of enterprise-wide programs.
3. Certifications, certificates and/or related professional credentials in communications, human resources, or project management desired.

4. Must possess strong communication and consulting skills. Must have ability to manage details, handle simultaneous projects and meet multiple deadlines. Able to create and manage project plans and oversee the work of others in support of the plan.
5. Able to work independently, exercise good judgment, prioritize work and use initiative.
6. Highly motivated, with superior organization skills, to handle multiple simultaneous projects. Must be highly creative, with a thorough attention to detail.
7. Ability to work and interact with various and diverse groups, including board members, leadership committees, Ministry leadership and staff. Must possess tact and diplomacy in developing and maintaining positive working relationships. Professional demeanor required.
8. Strong execution skills with considerable experience in planning, formulating, and executing work plans for highly visible work with multiple contributors and executive stakeholders.
9. Strong written and verbal communication skills, including listening and human relation skills. Advanced skills in MS Office including Word, Powerpoint and Excel. Ability to independently design, develop and represent presentation materials both graphically and aesthetically for executive audiences based on assessed needs. Ability to quickly learn and apply new software programs and digital platforms.
10. Must be team oriented, willing to take on new projects and responsibilities in response program needs as priorities shift. Must be comfortable operating in a collaborative, shared leadership environment and possess strong facilitation skills for meetings and other work groups.
11. Must possess a personal presence that is characterized by a sense of honesty, integrity, and caring with the ability to inspire and motivate others to promote the philosophy, mission, vision, goals, and values of Trinity Health.

## **PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS**

1. Operates in a typical office environment. The area is well-lit, temperature controlled and free from hazards.
2. Communicates frequently, in person and over the phone, with people in all locations on product support issues. Hearing needed for extensive telephone and in person communication. Manual dexterity needed in order to operate a computer keyboard. Must be able to adapt to frequently changing work priorities, and be able to prioritize and balance the requirements of working with the System Office and Regional Health Ministries (RHMs).
3. Must be able to work concurrently on a variety of tasks/projects in an environment with individuals having diverse personalities and work styles. Ability to concentrate, meet deadlines, work on several projects simultaneously and adapt to interruptions. Must be able to set and organize own work priorities, and adapt to them as they change frequently.
4. Must be able to travel to the various Trinity Health sites as needed. Ex. meetings for group consultations and facilitation, learning and development sessions, etc. [Up to 25% - May vary pending base location, assignments and/or OE service alignment]
5. Must possess the ability to comply with Trinity Health policies and procedures.