



TRINITY HEALTH POSITION DESCRIPTION

Job Code:	T2445	Title: Process Design and Content Governance Consultant
Date:	July, 2020	Department: Organization Design & Development
FLSA:	Exempt	Reports To: Manager, Organization Design Services
Grade:	11	Approved By: SVP, Organization Effectiveness

POSITION PURPOSE

Serves on the Organization Design & Development (ODD) Organization Design Services (ODS) team. Provides professional services supporting the achievement of Trinity Health strategic priorities through contributions to micro-level organization job process and workflow design; ODD system level content management and governance; and service partner and leader capability development.

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates, and demonstrates the Trinity Health Mission, Vision, and Values in behaviors, practices, and decisions.
2. Serves on Organization Design & Development (ODD) Organization Design Services (ODS) team. Executes ODS goals, with direction from ODS manager and more senior consultants, in collaboration and alignment with Organization Effectiveness COE (Center of Expertise) goals and supporting Trinity Health strategic priorities. As ODS team member, contributes to consultations on
3. Provides micro level organization and job process and workflow design; ODD system level content management and governance; and their accessibility, continuous improvement, application and enablement with and by service partners and business leaders.
4. Documents and produces customer-ready ODD materials including and not limited to: job and process workflows and diagrams, organization charts, job descriptions, standards and toolkit documents, and templates. Documents job and task analysis, and meeting content and output materials.
5. Manages and/or executes small to medium-scale projects and programs for department, system and/or Trinity Health service areas with direction from more senior level consultants and/or direct manager. Serves on large scale project led by more senior consultants or service partners.
6. Actively participates in coaching, mentoring and/or and guidance from more senior level consultants.
7. Works with service partners to acquire data and reports to support ODS service provision. Acquires and applies measurement, analytics and visualization tools to inform consultations in collaboration with service partners.
8. Establishes and strengthens relationships with service partners and business leaders and builds trust through meeting commitments and deliverables on time.

9. Creates: job task and analysis documentation; workflow diagrams documentation; job families and job descriptions.
10. Consults with service partners and more other consultants to provide ODS resources and group facilitation to stakeholder groups in service provision including job and work flow analysis, workflow chart identification and detailed job design.
11. Maintains processes and tools for consistent ODD document design and development standards, management, maintenance and governance.
12. Ensures appropriate filing, version control, organization and access to ODS files including and not limited to project records, organization charts and job descriptions.
13. Provides feedback on how to improve ODD ODS services, operations and efficiencies. Proactively supports a collaborative and high performing ODS team through personal style and behaviors.
14. Contributes to ODD practice development, and serves as ODS consultant to build service partner and leader ODS competency. Keeps abreast of ODD industry best practices and trends with emphasis on ODS.
15. Other duties as needed and assigned by the manager.
16. 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. Must possess intermediate knowledge in Organization Development and/or Design, Process Improvement, or a related area of study, as normally obtained through a Bachelor's degree in education, human resources, organization psychology, business administration or a related area of study, or an equivalent combination of education and experience.
2. Four (4) or more years of experience in organization development/effectiveness, business operations, process improvement and/or performance improvement in a multi-unit business and/or health care system. Healthcare experience strongly preferred.
3. Intermediate skills in MS Office products including Excel, and in process design software. Advanced skills desired. Experience with software to create complex organization charts and visuals.
4. Understanding of corporate culture, and matrixed relationships and dynamics.
5. Hands on process design experience. Knowledge of organization and job design models and/or methodologies.
6. Certifications and/or related professional credentials in organization design and/or process design and/or improvement.
7. Ability to operate in an ambiguous and highly matrix organizational structure. Ability to operate under frequently changing structures and requirements and work priorities.

8. Excellent oral and written communication, and relationship building skills.
9. Strong execution and organization skills, and attention to detail.
10. Strong interpersonal, relationship building and conflict management skills in order to initiate and develop productive, collaborative partnerships with service partners and leaders.
11. Understanding of organizational structures.
12. Proven ability to meet project deliverables with direction yet limited supervision to accomplish project success.
13. Ability to be a change agent to enable and deliver long-lasting and sustainable organizational changes while minimizing disruption to the patients, associates, and business. Seeks innovative ways to deliver higher value programs and services more efficiently and effectively.
14. Ability to continuously review programs and processes by utilizing quality and process design improvement tools and techniques to seek new, innovative ways to deliver higher value services more efficiently and effectively.
15. Must be comfortable operating in a collaborative, shared leadership environment.
16. 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.
3. 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).
4. 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.
5. Must be able to travel to the various Trinity Health sites as needed. [Up to 25% - May vary pending base location and assignments]
6. Must possess the ability to comply with Trinity Health policies and procedures.