



POSITION TITLE: Organizational Development Consultant
JOB CODE: 41086
DEPARTMENT: Organizational Development & Learning (8653)
REPORTS TO: Director, System Organizational Development & Learning
LEVEL:
FLSA STATUS: Exempt
DATE PREPARED/REVISED: December 22, 2021

POSITION SUMMARY:

LCMC Health is committed to creating an extraordinary employee experience! We are seeking an Organizational Development (OD) Consultant who is passionate about engaging, inspiring, and developing others to be their best and to deliver healthcare with heart. The Organizational Development Consultant supports the implementation of key talent and workforce strategies for the LCMC Health System, including (but not limited to) employee and leader onboarding, engagement, and retention, clinical training and certification programs, workforce grant-writing and ongoing training and professional development curricula for leaders, clinicians, and staff. The OD Consultant will partner closely with stakeholders at all levels of the organization, as well as with Community partners, to assess talent and workforce needs, develop and deliver programs, and evaluate the effectiveness of all System talent and workforce solutions.

JOB DESCRIPTION DISCLAIMER:

The above job summary is intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. LCMC Health reserves the right to amend and change responsibilities to meet organizational needs as necessary.

JOB SPECIFICATIONS:

Education:

Minimum Required: Bachelor's Degree in Education, Business, Human Resources, Communication, or a related field

Preferred: Master's Degree in Education, Business, Human Resources, Industrial-Organizational Psychology, Organizational Development, or a related field

Experience:

Minimum Required: 3-5 years of program/project management experience supporting talent management and/or workforce strategies including "soft skills" training design and delivery experience

Preferred: 5-8 years of program management experience supporting talent management and/or workforce strategies including "soft skills" training design and delivery experience. Healthcare experience preferred.

License/Certification:

Minimum Required: N/A

Preferred: N/A

Special Skills/Training:

Minimum Required:

- Excellent communication skills (written and verbal)
- Ability to collaborate effectively with stakeholders
- Strong project – and time- management skills; prioritization skills
- Critical thinking and independent problem-solving skills
- Ability to work in a fast-paced, collaborative, team-based environment
- Demonstrated training / facilitation skills
- Ability to create effective training and education solutions (grounded in adult learning principles) for diverse, adult audiences
- Experience with virtual and web-based training platforms
- Survey and/or course evaluation design and deployment
- Advanced computer skills (Microsoft Suite)

Preferred:

- Experience developing and/or managing workforce, talent, and career development programs
- Experience using dashboards to track and report Key Performance Indicators (KPIs)
- Relationship cultivation and management experience with community partners for funding and educational support

Reporting Relationships:

Does this position formally supervise employees? No

If yes, then this position has the authority (delegated) to hire, terminate, discipline, promote or effectively recommend such to manager.

JOB STANDARDS:

Describe the duties and responsibilities of the job by listing 3 to 6 essential job functions, associated performance standards and corresponding weights. Weights should be at least 5% and not greater than 40%, totaling 100%.

Essential Job Functions	Weight
<p><i>Essential Job Function #1:</i> Assesses workforce and talent development needs; designs and develops curricula and solutions to address identified needs</p> <ul style="list-style-type: none"> Proactively (and in partnership with key stakeholders) assesses workforce and talent development program needs on a recurring basis Design and maintain onboarding, engagement, and retention strategies to support workforce and talent development programs Utilizes critical thinking and problem-solving techniques to develop program recommendations and to respond to ad hoc requests Ensures that workforce and talent development solutions remain aligned to System and facility goals, strategies, and values Designs curricula for internal clinical workforce development programs in partnership with clinical liaisons Uses adult learning principles to inform training and education solutions (both instructor-led and virtual) 	30 %
<p><i>Essential Job Function #2:</i> Lends project- and time-management expertise to System projects, workforce and talent development initiatives, and developmental interventions</p> <ul style="list-style-type: none"> Collaborates with key stakeholders to develop project charter, goals, objectives, and timelines Utilizes project management tools (workplans, communication plans, WWWs, etc.) to organize and manage work Initiates and leads meetings with team members and key stakeholders Communicates with key stakeholders regarding project progress Ensures that project deadlines are met 	30 %
<p><i>Essential Job Function #3:</i> Serves as a resource/consultant regarding department-level and System workforce and talent development needs; collaborates with stakeholders at all levels of the organization in the design, development, delivery, and evaluation of workforce and talent development solutions</p> <ul style="list-style-type: none"> Provides consultative expertise to leaders and departments regarding programming development and design and best practices Communicates effectively with and to key stakeholders Develops and maintains relationships with community partners in management and scaling of workforce and talent development programs and services Incorporates stakeholder feedback into workforce and talent development solutions Develops and deploys communication plans and strategies for all workforce and talent development programs 	15 %
<p><i>Essential Job Function #4:</i> Delivers training and development solutions using a variety of training methods and mediums (classroom, virtual environment, etc.)</p> <ul style="list-style-type: none"> Coordinates logistics for training and development programs (e.g., confirmation, scheduling, room confirmation, faculty, catering, etc.) Incorporates understanding of different learning styles into training sessions, and flexes their facilitation styles to meet the needs of the audience Demonstrates understanding of adult learning theory in the delivery of training and development programs (eg, encourages experiential learning, utilizes appreciative inquiry techniques, provides opportunity for hands-on practice) Sends reminder communications to training participants and faculty Designs and facilitates train-the-trainer sessions for local facility trainers, as required 	15 %
<p><i>Essential Job Function #5:</i> Measures and evaluates workforce and talent development program effectiveness, impact, and Return on Investment</p> <ul style="list-style-type: none"> Develops and deploys workforce and talent development program evaluations Tracks, trends, synthesizes, and reports on key effectiveness measures and metrics Develops reports and analyses for different audiences Modifies workforce and talent development programming based upon feedback (as needed) 	10 %