



**TRINITY HEALTH
JOB DESCRIPTION**

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| DATE ISSUED: June 2020 | DEPARTMENT: Organization Effectiveness and/or Talent Management |
| JOB CODE: T2570 | JOB TITLE: Talent Research and Assessment Senior Consultant |
| GRADE: 16 | REPORTS TO: Director Talent Management and Career Enrichment |
| FLSA: Exempt | APPROVED BY: |

POSITION PURPOSE

Provides consultation and responsibility for strategic and tactical talent and organization assessments and research. Serves as a senior advisor and subject matter expert in data-driven value-creation via system-wide colleague and organization assessment and research methodologies, methods, services and solutions in support of Trinity Health strategic priorities and Organization Effectiveness services. Ensures appropriate strategic connections and integrations of aligned organization and colleague assessments and research (e.g. engagement and safety surveys, competency-based assessments, pre-hire assessments, etc.) across the Human Resource (HR) value chain and three people-centered platforms (HR Centers of Expertise [COE], HR Shared Services (HRSS), and HR Business Partners [HRBPs]).

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates, and demonstrates the Trinity Health Mission, Vision, and Values in behaviors, practices, and decisions.
2. Responsible for providing organization and talent research and assessment services spanning and impacting highly visible national initiatives, OE and HR system level services, and/or Trinity Health service areas. Collaborates and aligns with and across OE COE (Center of Expertise) goals in collectively and efficiently supporting Trinity Health strategic priorities.

3. Provides consultation, thought leadership, expertise, administration, and service partner and/or leader enablement across individual and organization assessments, and other organization research methods including and not limited to colleague engagement, safety and reliability, candidates (e.g., pre-hire assessments), colleagues (e.g. competency assessments), organization culture, business services and maturity models, etc. Work activities and services include, but are not limited to, related organization and talent research and assessment: methodology identification; tool selection or development; vendor identification and management; data analyses; consulting and advisory; and continuous improvement recommendations.
4. Manages and executes large-scale organization and talent research and assessment projects, programs and initiatives for the system and/or Trinity Health service areas. Leads system wide standardization, implementation and periodic updating of organization research and assessment processes in alignment with strategic priorities.
5. Develops organizational competency and capacity in organization and talent research and assessment methodology and tools across the Trinity Health system. Collaborates with service partners in applying concepts, processes and tools to populations beyond executives and to implement and support sustainable adoption across the system.
6. Establishes outcome goals and measurements to demonstrate organization and talent assessment research value in alignment with other OE and HR success measurements. Projects annual organization research and assessments expenditures for incorporation in budgets. Manages day-to- day approved budget line items for research and assessments.
7. Coaches and guides service partners, including other HR consultants and experts across Organization Effectiveness, in the application of organization and talent research and assessment to maximize value and impact. Collaborates with the Organization Effectiveness and other HR leaders to plan for and manage the ongoing integration of organization and talent research and assessments in system wide development programs and/or initiatives.
8. Establishes key performance metrics for monitoring the efficacy of research and assessment processes and measuring effectiveness. Periodically creates reports and targeted audience communications to demonstrate the effect of assessments (e.g., on talent mobility, development, retention and promotions) and research (e.g., engagement score correlation to safety, revenue, patient experience, etc.).
9. Consults predominantly with director, executive, and service partners. Navigates complex and matrixed organizations and relationships. Uses influence skills, tailored communication, and political savvy to establish and strengthen strategic relationships and partnerships, and accelerate and extend organization and talent research and assessment impact. Works across multiple business lines and builds knowledge and credibility quickly.
10. Provides feedback on how to improve organization and talent research and assessment services, operations and efficiencies across HR platforms (COEs, HRSS, HRBPs) and proactively supports a collaborative and high performing Organization Effectiveness function through personal consulting style and behaviors.

11. Contributes to Talent Management and other Organization Effectiveness practice development, and serves as expert, advisor, and thought leader in the provision of consulting services. Develops service partner and leader research and assessment related competencies. Keeps abreast of research and assessment industry best practices and trends.
12. Other duties as needed and assigned by the director.
13. 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 Human Resources Development / Management, Organizational Development, Business Administration or a related field or an equivalent combination of education and experience required. Advanced degree in Industrial/Organizational Psychology, Organizational Development or Behavior or related degree strongly preferred.
2. Seven (7) to ten (10) or more years of progressively more responsible consulting experience in area(s) of organization and talent research and assessment in a multi-unit business and/or health care system. Healthcare and management consulting experience preferred.
3. Ability to exhibit an understanding of the business and patient care experience, including changing industry factors that influence Trinity Health's fulfillment of its mission and how organization and talent research and assessment service delivery impact such success.
4. Certifications and/or related professional credentials in organization development, change organization effectiveness, and/or talent and organization assessments.
5. Knowledge of human resources practices, laws and regulations preferred. Ability to maintain a broad understanding and awareness of all HR services, programs and processes and HR function and service interrelationships.
6. Ability to operate in an ambiguous and highly matrixed organization in a highly autonomous self-directed manner under frequently changing structures, requirements and work priorities. Ability to effectively influence results, garner support, and tactfully manage complex relationships within and across the organization. Extremely high level of diplomacy and tact are required. Ability to read the subtle nuance of situation and react/plan accordingly.
7. Excellent oral and written communication, persuasion, and negotiation skills to present advisory and persuasive recommendations to all levels of the organization.
8. Strong consulting and execution skills. Financial impact/analysis-bottom line understanding with considerable experience in planning, formulating, and executing work plans.

9. Proven ability to manage large-scale projects independently and effectively coach service partners and other contributors by sharing expertise and leveraging their contributions to accomplish project success (e.g. cross-functional teams). Ability to work under limited direction to own and perform tasks of high complexity and scope.
10. 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. Ability to define program or process actions to achieve system level initiative or service strategies, goals and performance measures.
11. Ability to continuously learn and seek personal and professional growth opportunities in technical areas of professional focus and build credibility with customers and peers.
12. Must be comfortable operating in a collaborative, shared leadership environment.
13. 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. Must be able to set and organize own work priorities and adapt to them as they change frequently. Must be able to work concurrently on a variety of tasks/projects in an environment that may be stressful with individuals having diverse personalities and work styles.
2. Position operates in an office environment. Work area is well-lit, temperature controlled and free from hazards. Extensive computer works and time on the telephone required.
3. Must be able to travel to the various Trinity Health sites as needed. [Up to 25% - May vary pending consultant base location and assignments]
4. Must possess the ability to comply with Trinity Health policies and procedures.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this classification. They are not to be construed as an exhaustive list of duties so assigned.