Trinity Health

TRINITY HEALTH
POSITION DESCRIPTION

Job Code:	T2446	**Title:** Senior Process Design and Content Governance Consultant	
Date:	July, 2020	**Department:** Organization Design & Development	
FLSA:	Exempt	**Reports To:** Manager, Organization Design Services	
Grade:	13	**Approved By:** SVP, Organization Effectiveness	

POSITION PURPOSE

Serves on the Organization Design & Development (ODD) Organization Design Services (ODS) services team. Provides professional services supporting the achievement of Trinity Health strategic priorities through 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 with system level scope. Through consulting services, executes ODS goals in collaboration and alignment with Organization Effectiveness COE (Center of Expertise) goals and supporting Trinity Health strategic priorities.

3. Provides consulting expertise in the shaping and implementation of system level methodologies, processes, and tools for 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. Provides expertise and may manage or serve on small to large-scale ODS projects, programs and initiatives at the system level and/or Trinity Health service area levels. Collaborates closely with service partners in the consultation and service of leaders.

5. Coaches, mentors and/or and directs and guides more junior consultants.

6. Navigates complex and matrixed organizations and relationships. Uses influence skills, tailored communication, and an integrated service partner approach to establish and strengthen relationships, partnerships, and accelerate and extend ODS service impact. Works across multiple business line disciplines and builds knowledge and credibility quickly with service partners and leaders.

7. Leverages skills to influence organization effectiveness through expertise, promotion and service partner capability development in detailed organization and job process design, and content governance including and not limited to: job task and analysis; workflow diagrams and analysis; data and process inputs for organization and job structure decisions; organization charts; job families and job descriptions. Provides resources and facilitation to support stakeholder process of identifying

workflow interdependencies, and assigning the decision-making authority and responsibility to both individuals (decision rights) and groups (governance) in workflow chart identification and detailed job design.

8. Supports sustainability and efficiencies through identifying, developing and/or maintaining processes and tools for consistent ODD document design and development standards, management, maintenance and governance.

9. Informs recommendations and advisory to improve ODS service efficiency, ODD content development, and its iterative design and maintenance, through inputs including and not limited to organization strategy, desired key stakeholder outcomes, and appropriate data. Applies measurement, analytics and visualization tools to inform ODS recommendations, to measure and track ODS impact, and to drive service recommendations in collaboration ODD leadership team.

10. Provides feedback on how to improve ODD services, operations and efficiencies across multiple ODD areas of expertise, services and consulting pillars. May serve as consultant across service pillars, when needed, and proactively supports a collaborative and high performing ODS team through personal style and behaviors.

11. Contributes to ODD practice development and serves as ODS expert and consultant to build service partner and leader ODS competency. Keeps abreast of ODD industry best practices and trends with emphasis on ODS.

12. Completes projects and deliverables on time as assigned and as priorities and business needs shifts

13. May serve as back up in the absence of the ODS Manager or for other ODS Consultants.

14. Other duties as needed and assigned by the manager.

15. 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 a comprehensive 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. Bachelor's degree required. Graduate degree preferred.

2. Six (6) or more years of experience in organization development/effectiveness, business operations, process improvement, project management, and/or performance improvement in a multi-unit business and/or health care system.

3. Previous management consultant experience preferred.

4. Advanced skills in MS Office products including Excel, and in process design software. Experience with software to create complex organization charts and visuals.

5. Experience in process improvement including direct consultative experience in leading individuals and teams through workflow mapping, analysis and decision making.

6. Knowledge of organization and job design models and methodologies.

7. Understanding of corporate culture, organizations as systems, matrixed relationships and dynamics and leading change.

8. Experience providing organization development and/or process improvement consulting across multiple industries, including healthcare. Healthcare experience strongly preferred.

9. Certifications and/or related professional credentials in organization design and/or process improvement.

10. Ability to operate in an ambiguous and highly matrix organizational structure. Ability to operate in a highly autonomous self-directed manner under frequently changing structures and requirements and work priorities.

11. Excellent oral and written communication, and relationship building skills necessary in order to facilitate collaborative dialogue between diverse groups; to effectively identify, assess and facilitate improvements and resolutions, and to present advisory and recommendations to all levels of the organization.

12. Strong consulting and execution skills. Considerable experience in planning, formulating, and executing work plans.

13. Strong attention to detail and organizational skills.

14. Strong interpersonal, consultative, relationship building and conflict management skills in order to initiate and develop productive, collaborative partnerships with all levels of service partners and leadership across the organization. Ability to foster relationships built on sustainable trust in order to provide long-lasting, comprehensive advice and service. Ability to 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.

15. Advanced understanding of organizational structures and business operations, and financial impact/analysis-bottom line understanding.

16. Proven ability to manage projects independently accomplish project success.

17. 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.

18. 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.

19. Must be comfortable operating in a collaborative, shared leadership environment.

20. 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.