



TRINITY HEALTH POSITION DESCRIPTION

Job Code:	T2563	Title:	Director Organization Effectiveness Operations
Date:	June 2020	Department:	Organizational Effectiveness
FLSA:	Exempt	Reports To:	SVP Organization Effectiveness
Grade:	K26	Approved By:	SVP Org Effectiveness

POSITION PURPOSE

Directs and leads Organization Effectiveness operational processes, procedures and services spanning and serving Organization Effectiveness practice areas including talent development, talent management and organization design and development related practice. Scope of responsibility includes, but is not limited to, instructional systems design, organization effectiveness technologies and multi-media solutions and shared organization effectiveness business office management responsibilities

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates, and demonstrates the Trinity Health Mission, Vision, and Values in behaviors, practices, and decisions.
2. Directs, oversees and is responsible for providing instructional systems design expertise and operational, project and client management for the assessment, design, development and maintenance of holistic learning and development solutions. Collaborates with service partners and key stakeholders to plan and scope instructional and other talent development projects and their operational delivery. Applies data, best practices and targeted approach with audiences to enhance acceptance and impact. May include brokering external services.
3. Directs, oversees and is responsible for management of learning delivery operational activities, tactical planning and resource and staffing alignment to deliver and evaluate Talent Development facilitation, instruction and learning program operations (e.g. virtual and in-person learning sessions, online platforms, learning content access, etc.). Provides supervision, oversight, and quality assurance in learning and development solution delivery. May include brokering external services.
4. Directs, oversees and is responsible for the acquisition, direct application and maintenance of shared Organization Effectiveness technology (e.g. document management systems, collaboration platforms, etc.) as well as those used for direct service provision by Organization Effectiveness Operations (e.g. interactive instructional multi-media solutions, videography, [in partnership with HR Shared Services] learning management system, etc.).

Evaluates and selects new technologies and related services in partnership with HR Technology and aligned Organization Effectiveness service partners.

5. Oversees shared business office management and workflow management for shared Organization Effectiveness needs (e.g. budgeting, purchasing, contracts, scheduling, and office transactional processes). May research, consolidate and curate content of behalf of or for Organization Effectiveness operations.
6. Direct, manages and provides performance and development coaching and supports continued development of direct reports and other Organization Effectiveness Operations colleagues. Ensures team in keeping current with industry best practices. Contributes to Organization Effectiveness optimization and serves as expert and advisor with Organization Effectiveness leadership team and with service partners in provision of Organization Effectiveness Operations. Keeps abreast of industry best practices and trends. Partners closely with HR Shared Services, including HR Technology, to compliment and integrate service delivery.
7. Responsible for budget development and making recommendations aligned to Organization Effectiveness Operations scope and to revise or enhance current or newly requested services (e.g. content acquisition or development, validating expenditures or resource allocation with ROI, increased productivity etc.) Collaborates with service partners to champion the acquisition and operationalization of new or improved programs, services and vendor relationships. Manages service delivery schedules to ensure ample resource and staffing coverage (e.g. training delivery).
8. Other duties as needed and assigned by the leader.
9. 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 Administration, Human Resources, Organization, Learning and Development, Education or related field with expertise in organization effectiveness related shared services and operations related delivery.
2. Seven (7) or more years of progressively more responsible managed service delivery and organization effectiveness experience. Experience in a role with national, system-wide responsibility in a multi-regional organization strongly preferred.
3. Minimum seven (7) years of advanced experience in instructional systems design required. Working knowledge and experience with current instructional and multi-media technologies.
4. Demonstrated experience with delivering organization effectiveness programs virtually and managing multiple, high volume, and high demand programs for delivery of all audience levels from executive to frontline.

5. Certifications and/or related professional credentials in learning and development.
6. 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.
7. Strong execution and organization skills with detail orientation. Ability to shift from high level management planning to detailed, tactical execution.
8. Strong customer orientation with a passion for exceptional service experiences.
9. Demonstrated business acumen with advanced understanding of business operations.
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.
11. Must be comfortable operating in a collaborative, shared leadership environment.
12. 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 50% - May vary pending consultant base location and assignments]
6. Must possess the ability to comply with Trinity Health policies and procedures.