UW HEALTH JOB DESCRIPTION

Organizational Development Consultant

Job Code: 350064	**FLSA Status: Exempt**	**Mgt. Approval: M. Eustice**	**Date: February 2024**
Department: Organizational Development		**HR Approval: S. Whitlock**	**Date: February 2024**

JOB SUMMARY

The Organizational Development Consultant is responsible for assessing, designing, developing and delivering all aspects of organizational learning solutions across UW Health.

The role supports employee, team and leader development through adult learning, instructional design and delivery of interactive, and learning technologies best practices. The Organizational Development Consultant facilitates change management initiatives and reviews current development programs to ensure linkage to company goals. The Organizational Development Consultant focuses on building the human capital and encouraging employee and leader development. They measure employee performance to gauge success of programs and identify areas for improvement. Additionally, the Organizational Development Consultant innovates leadership development, team development, and organizational communication programs and practices to remain relevant and contribute to UW Health's vision of Remarkable Healthcare.

The Organizational Development Consultant collaborates with internal and external stakeholders using independent judgment, problem solving, and analytical skills in identifying and assessing talent development needs. They participate in and lead project teams of subject matter experts across UW Health and exhibit organizational development expertise specialized to meet project objectives. The incumbent works on complex projects, programs and business issues requiring technical and industry knowledge.

This role is also focused on providing guidance and advice on web-based/online delivery of educational content to include instructional design and delivery of interactive eLearning courses, web-based trainings (WBTs), webinars, screen demos, and video learning. In addition, the Organizational Development Consultant advises peers and UW Health internal customers on determining appropriate use of learning technology tools and setting processes and standards for curriculum packaging and online delivery.

This position may also develop and conduct classroom training for all level of employees within UW Health.

MAJOR RESPONSIBILITIES

- Designs, develops, and delivers education via a broad range of instructional methods including live webinar, web-based/online learning, blended learning and curriculum packaging, classroom sessions and other team learning requests using design principles and standards.
- Conducts needs assessments and advises peers and internal customers on appropriate learning solutions and interventions.
- Leads and facilitates core programs within the Organizational Development Department.
- Uses principles and best practices in adult learning, instructional systems design, ADDIE model, and Kirkpatrick model measurement and evaluation techniques to build complex educational programs.
- Manages multiple concurrent Organizational Development projects effectively using project management methodology by managing scope, roles, deliverables, and timelines across multiple departments and stakeholders.
- Collaborates closely with Human Resources staff and other internal partners to align talent development programs with business needs of the department and organization. This involves working with organizational customers in the research and analysis of operational needs to determining appropriate solutions.
- Partners with Performance Management Team on performance support with managers and employees and provides recommendations to address development gaps.
- Oversees education and development programs provided by organizational stakeholders to ensure quality and compatibility with UW Health values, UW Health Strategic Plan and Performance Standards.
- Designs, delivers and monitors customer satisfaction surveys and employee pulse surveys to evaluate and implement improvements as needed. Practices continuous improvement with current programs and searches for efficiencies and creative solutions. Provides consultation and expertise to internal project teams by participating in workforce planning groups, retention planning and support of Human Resource Business Partners.
- Supports and leads other courses, programs, projects as necessary.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in business, human resources, organizational communication, or related field. Relevant experience may be considered in lieu of a bachelor's degree.

	Preferred	Master's degree in adult education, instructional design, organizational development, human resources, or related field.
Work Experience	Minimum	• Two (2) years of organizational training and education experience or • Two (2) years of relevant human resources, direct leadership or consulting experience and experience in at least 3 of the 5 following areas: o Effective Instructional design experience working with learning technologies such as developing eLearning courses, conducting webinars, or other online course development and delivery experience. o Experience independently managing multiple concurrent projects and working with subject matter experts and stakeholders. o Experience facilitating group trainings o Experience designing and implementing leadership development programs o Experience with core talent management
	Preferred	• Five (5) years of experience in instructional design/curriculum development • Three (3) years of experience designing education for online/web-based learning environments • Experience in using video, video editing software, and audio editing software
Licenses & Certifications	Minimum	
	Preferred	CPLP (Certified Professional in Learning & Performance), SPHR (Senior Professional in Human Resources, or SHRM-SCP (Senior Certified Professional), or Member of Motivational Interviewing Network of Trainers (MINT)
Required Skills, Knowledge, and Abilities		• Knowledge and experience in a broad range of online learning tools including course authoring software, and other learning technology/multimedia solutions for course development and delivery such as Camtasia, Articulate Studio, Articulate Storyline, and webinar tools. • Knowledge and experience with learning/talent development solutions. • Consulting and relationship building skills. • Strong experience in instructional design and needs assessment. • Thorough knowledge in principles of adult learning. • Ability to independently research issues and make effective recommendations using critical thinking skills. • Effective project management skills with superior ability to handle multiple tasks simultaneously while managing deadlines. • Effective analytical ability and sound judgment to assess complex needs and troubleshoot performance or process issues. • Strong and effective communicator, both verbally and in writing. • Strong orientation to customer service and demonstrated customer service skills. • Ability to work with diverse populations. • Track record demonstrating ability to function independently and as a team member, and consistently deliver quality outcomes. • Ability to maintain confidentiality of any and all information encountered. • Proficiency using the following software is required: o MS Outlook o MS Word o MS PowerPoint • Knowledge of the some or all of following software and applications is preferred (or willingness to acquire): o MS Excel o Articulate Storyline o Articulate Presenter o Articulate Engage o Articulate Quizmaker o Webinar/Web-conferencing software o Learning Management Systems

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)	**X**	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	**X**	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	**X**	Middle Adult (41 – 65 years)

	School Age (6 – 12 years)	**X**	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

	Physical Demand Level	**Occasional** Up to 33% of the time	**Frequent** 34%-66% of the time	**Constant** 67%-100% of the time
	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	**Up to 10#**	**Negligible**	**Negligible**
X	**Light:** Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	**Up to 20#**	**Up to 10#** or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	**Negligible** or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	**20-50#**	**10-25#**	**Negligible-10#**
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	**50-100#**	**25-50#**	**10-20#**
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	**Over 100#**	**Over 50#**	**Over 20#**
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.