



## JOB DESCRIPTION

**JOB TITLE:** ORGANIZATIONAL DEVELOPMENT CONSULTANT

**REFERENCE NO:** 100269

**DIVISION:** CORPORATE SERVICES

**DEPARTMENT:** HUMAN RESOURCES

**APPROVAL DATES:** BY:  **DATE:** Jan 10, 2022  
MANAGING DIRECTOR – CORPORATE SERVICES

BY:  **DATE:** January 6, 2022  
CHIEF HUMAN RESOURCES OFFICER

### **GENERAL DESCRIPTION:**

The primary purpose of this non-union role is to plan, develop and implement organizational development strategies and programs in order to help city leaders and management link their efforts to the City's goals and objectives. The Specialist – Organizational Development must build knowledge of the City's operations and business strategy and build relationships with leadership and management to achieve an understanding of the needs for programs and activities. This role will coordinate and conduct activities in the areas of executive and management coaching, culture development and support, change management, and the selection and application of various psychometric, team and leadership tools to enhance team effectiveness and strong leadership performance.

### **ORGANIZATIONAL RELATIONSHIPS:**

- Reports directly to the Manager – Organization Effectiveness.
- Interfaces with key stakeholders and various levels of management throughout the City in the assessment of learning needs, development and delivery of organizational development programs and services.
- Maintains internal Human Resources department relationships as part of the larger HR team.
- External service providers such as consultants and post-secondary education institutions.

### **PRIMARY FUNCTIONS/ACCOUNTABILITIES:**

- Provides advice in the areas of executive and management coaching, change management, and development of departmental or team culture and effectiveness, achieving the highest level of performance.
- Works closely with the Human Resources Business Partners (HRPB) other human resources professionals to ensure change management processes and methods are integrated with human resources processes and methods.
- Consults and collaborates as part of the human resources team to create HR related policies and programs that align with organizational values, plans, goals and initiatives, participates in HR related projects as needed.
- Serves as an advisor/internal consultant to the organization on large scale change efforts, culture assessment and development, and specific team assessments and effectiveness efforts.
- Assists with the development of strategic plans to address engagement, leadership and performance gaps within the City workforce.
- Facilitates the design and implementation of various organizational development interventions including cultural change interventions. Develops partnerships and builds relationships across the organization to help manage the impact of change.
- Consults and assists with designing learning programs and events, determines ideal delivery method

- for those events, fosters a learning environment and facilitates as required.
- Promotes leadership development and succession planning efforts within the City of Medicine Hat through Executive and Management coaching as required.
- Liaises with external vendors to deliver learning and developmental opportunities.
- Assesses program, initiative and intervention effectiveness and recommends improvements.

**REQUIRED COMPETENCIES:**

- Strong knowledge of adult learning principles combined with practice in application of those principles.
- Knowledge in designing and implementing change management interventions and employee engagement intervention.
- Knowledge and experience in designing and implementing performance management systems, particularly electronically based systems.
- Proven ability to build and maintain effective relationships, collaborate effectively and perform as a team member.
- Demonstrated ability to be innovative and adaptable, can gather information from multiple sources and utilize information for continuous improvement.
- Excellent ability to communicate effectively both on the interpersonal level and through various media.
- Proven ability to develop and lead plans and projects.
- Proven ability to design learning interventions using a systematic approach.
- Skilled in the use of Microsoft and other current office software in a network environment and ability to adapt to the current integrated ERP system including working in virtual settings.
- Ability to build a network of trust with participants and colleagues.
- Strong ability to use judgement and make decisions, seek additional insights and is capable of understanding decisions that are made within an organization.
- Strong and direct coaching skills provided to Executive team and various management levels.
- Strong consultative and advisory skills.
- Thorough knowledge of psychometric and team development tools, leadership and cultural assessments.
- Other duties as assigned.

**REQUIRED QUALIFICATIONS:**

- Successful completion of a bachelor's degree in adult learning, education, organization development, human resources management or equivalent from a recognized post-secondary institution.
- Five (5) years' experience in human resources, organizational development, organizational effectiveness, performance management and employee development, culture development, change management or equivalent.
- Certificate/diploma in adult learning and accreditation in change management or equivalent supplemented by other accreditation in human resources.
- Certification and/or experience with various psychometric, team development tools, leadership and cultural assessments would be an asset.
- An equivalent combination of management approved training and education may be considered.