

## UW HEALTH JOB DESCRIPTION

### MANAGER, TALENT & ORGANIZATIONAL DEVELOPMENT

Job Code: 350002

FLSA Status: Exempt

Mgt. Approval: M. Eustice

Date: April 2024

Department: HR-Organizational Development

HR Approval: S. Whitlock

Date: April 2024

#### JOB SUMMARY

The Talent & Organizational Development Manager is responsible for leading and supervising a team of talent management professionals who are accountable for the design, development and delivery of learning and talent development solutions for management/leadership, employees, and teams across UW Health. The Talent & Organizational Development Manager actively works to promote a culture of continuous learning and cultural improvement through accountability in the Respect for People Commitments and Leadership Competencies.

The Talent & Organizational Development Manager will participate in and oversee the work of a team that partners with key experts throughout the organization to assess, design, develop and deliver integrated competency-based leadership development and succession/talent development programs. This includes determining skill development needs, scoping training, coordinating timelines and milestones with internal customers, tracking, managing, implementing deliverables, as well as evaluating project outcomes and effectiveness of learning solutions. In addition, the incumbent works with leaders to assess and identify individual and team development needs and recommend effective solutions.

The incumbent works with the Director, HR leaders, and other cross-functional leaders and teams across the enterprise to deliver large-scale HR initiatives and UW Health strategic imperatives.

#### MAJOR RESPONSIBILITIES

- Develops, directs, and implements organizational development programs and processes that support UW Health business objectives. Learning solutions may include hybrid/virtual classroom programs, eLearning, and other blended learning solutions such as live webinars, web-based self-directed learning, and other learning resources, tools, and solutions.
- Collaborates and works closely with UW Health's Talent Acquisition, Organizational Improvement, Employee Relations, and Workforce Strategy Teams to support both employee and leader onboarding programs and processes.
- Provides and develops organizational development consulting services to assist managers in aligning departmental performance initiatives with organizational business objectives.
- Understands and supports the organizational design process and resources to provide appropriate support, at the appropriate levels throughout the organization.
- Leads and oversees the entire portfolio of program offerings for onboarding and employee and leader development, including development and implementation of communication strategies, tools, and resources necessary to carry out their role specific responsibilities.
- Supports the organization's succession planning strategies through the design of high potential talent development programs.
- Establishes and maintains internal partnerships with subject matter experts and may manage academic alliances and partnerships with specialty focused vendors to provide leadership development curriculum and programs.
- Manages the infrastructure for talent development that may include annual talent assessments, coaching programs, and 360-degree and other assessments.
- Serves as a coach and advisor to all levels of leadership (supervisors, managers, directors, VPs, SVPs) in addressing talent management and development needs at the individual, team, and organizational level.
- Monitors and measures customer/client satisfaction and level of service provided through appropriate mechanisms to evaluate and implement improvements as needed.
- Works closely with the Employee Relations and HR Business Partner teams to ensure all performance management tools and systems align within an integrated talent management framework. Helps to supports the transition of performance management resources to individual development planning, ensuring consistency in communication and practice, while meeting the Joint Commission requirements.
- Supervise the daily operations of a team of talent management and organizational development professionals: direct, train & coordinate staff, participate in the hiring and selection of candidates for employment, review employee performance, and apply UW Health work standards to daily operations.

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

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<b>JOB REQUIREMENTS</b>			
Education	Minimum	Bachelor's degree in business, human resources, organizational development or related field	
	Preferred	Master's degree in business, organizational development, human resources, or related field.	
Work Experience	Minimum	<ul style="list-style-type: none"> <li>Five (5) years of leadership experience in Human Resources, Operations or combination of the two (2).</li> <li>Experience creating and implementing leadership development programs.</li> <li>Experience in organizational design and development.</li> <li>Experience in advising, coaching, and consulting with leaders on talent management, and organizational development needs.</li> <li>Experience with facilitation or regular communication and connection with all levels of leaders within an organization.</li> </ul>	
	Preferred	<ul style="list-style-type: none"> <li>Five (5) years' experience in designing and implementing competency-based leadership development curriculum and measuring outcomes</li> <li>Knowledge of HR employment law for managers and supervisors</li> <li>Previous experience as an operations manager, or work experience in various areas of HR</li> <li>Operational Healthcare experience or leadership in an operational area outside of HR in a non-healthcare organization.</li> </ul>	
Licenses & Certifications	Minimum		
	Preferred		
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Strong knowledge and experience with learning/talent development department operations.</li> <li>Skilled in the development of work teams from various functional areas of an organization.</li> <li>Strong project and change management skills with superior ability to follow through and manage complex organization level projects</li> <li>Strong relationship building skills for creating a collaborative approach for the development and delivery of leadership development programs.</li> <li>Experience in a large company environment and ability to handle many tasks simultaneously with ability to analyze, evaluate and solve problems.</li> <li>Good working knowledge of and practical experience in using instructional design and performance consulting processes</li> <li>Strong and effective communicator, both verbally and in writing, to both internal and external customers.</li> <li>Strong presentation and facilitation skills with developed knowledge in the principles of adult learning.</li> <li>Ability to independently research issues and make effective recommendations using critical thinking skills.</li> <li>Effective analytical ability to solve complex problems and issues.</li> <li>Strong orientation to customer service and demonstrated customer service skills and ability to work with a diverse group of people.</li> <li>Track record demonstrating ability to function independently and as a team member, and consistently deliver quality outcomes.</li> <li>Ability to maintain confidentiality of any and all information encountered.</li> </ul>	
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> 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)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			

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<b>PHYSICAL REQUIREMENTS</b>			
<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 67%-100% of the time
	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, 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.		
<b>X</b>	<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls  <b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>  <b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>  <b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>  <b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:			

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.