

## **ORGANIZATION HEALTH AND DEVELOPMENT MANAGER**

### CLASS DESCRIPTION

#### General Responsibilities:

This is highly responsible professional and managerial work in ensuring the success and engagement of City of Madison employees and agencies through the coordinated work of the Organizational Development, Wellness, and Employee Assistance Programs. The OHD unit oversees the City's employee engagement initiatives, coordinates internal and external training for employees, facilitates planning initiatives, provides CISM/Peer Support services and training for agencies, develops and delivers wellness initiatives for employees, and provides confidential assistance to City employees, families, partners, or anyone of significance to the employee, whose personal problems affect, or have the potential to affect, personal well-being and/or job performance. Under the general supervision of the Human Resources Director, the incumbent provides consultation at all levels of the organization and exercises a high degree of independent judgment and discretion establishing and achieving program goals.

#### Examples of Duties and Responsibilities:

Provide high-level strategic consultation to organizations regarding structure, goals, function, etc. Consult with agencies regarding proper organizational structure and development of mission, vision, goals, and workplans. Work with various agencies in the identification of problem solving/quality improvement strategies, and facilitate, and/or oversee, cooperative efforts to enhance work unit performance. Coordinate delivery of services between Organizational Development, EAP, and Wellness as appropriate to meet individual agency needs. Provide consultation and expertise on data-driven problem solving and decision-making methodologies. Participate in the development of strategic planning models. Oversee and consult with agencies regarding implementation of the City's performance management model.

Oversee and manage implementation of the City-wide Engagement and Equity initiative. Develop the framework for the City's Engagement and Equity initiative. Develop and provide training to City agencies regarding the Engagement and Equity initiative, coordinating with HR Analysts as appropriate. Provide consultation to agencies to determine the best method of implementation of the Engagement and Equity initiative. Adapt materials to meet agency-specific needs. Oversee the regular administration of engagement surveys to employees and analyze the results on an agency and city-wide basis. Based on survey results, work with agencies to develop work plans for continued work on Engagement and Equity. Follow up with agencies to ensure follow-through on Engagement and Equity initiatives. Work in conjunction with the City's Equity Team to ensure coordination of efforts. Lead the City's Culture and Engagement Team, soliciting input and feedback regarding Engagement and Equity initiatives.

Oversee and manage the operations of the Organizational Health and Development unit within the HR Department. Provide for mission and goal development for the Organizational Health and Development program that supports the HR mission, goals, and milestones as well as goals established by the Mayor for the entire City of Madison. Provide input to the Human Resources Director on budgetary and policy issues relating to areas of program responsibility. Supervise staff, including hiring, disciplining, and training.

Establish and maintain effective working relationships with City staff, other governmental units, local and national Organizational Development and Training, EAP, and wellness professionals.

Oversee, and/or participate in training and education needs assessments, the development of training programs, identifying and securing training vendors; marketing training programs, and coordinating training events.

Provide inter-departmental coordination on internal training in order to maximize training resources. Evaluate City-wide training efforts, and maintain effective administrative controls and measures.

Coordinate planning, operation and evaluation of EAP and oversee the various aspects of the EAP for optimum service delivery. Conduct assessments to determine organizational needs relative to EAP programming.

Coordinate planning, operation, and evaluation of Wellness programming. Conduct assessments to determine organizational needs relative to Wellness programming.

Keep abreast of local, state, national trends. Ensure that service delivery follows professional guidelines and standards.

Coordinate City involvement in inter-governmental agency and community-wide collaborative training. Represent Organizational Health and Development interests and provide liaison to other agencies as appropriate.

Serve as a member of the Human Resources Management Team.

Perform related work as required.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Thorough knowledge of the theories and practices of organizational development and training, human resource management principles and practices, and adult education/training principles and practices. Working knowledge of the principles and practices of Employee Assistance (EAP) and Critical Incident Stress Management (CISM) Programs in an employment setting including related program development, problem solving, promotional,

training, and administrative considerations. Working knowledge of EAP problem identification and intervention strategies (within the context of community resources and relevant support networks). Working knowledge of employee wellness programs. Working knowledge of various management theories, statistical methods and survey methodologies, and public administration practices and principles. Working knowledge of and ability to use computers applicable to the duties of the position. Working knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Working knowledge of budgetary principles and procedures. Ability to effectively coordinate and provide leadership to diverse management teams and organizational improvement efforts. Ability to provide, facilitate and/or coordinate consultation in the resolution of organizational issues. Ability to assess organization-wide training needs, and to develop, implement, and evaluate responsive programs. Ability to teach specific skills and use a variety of presentation techniques and equipment. Ability to plan, coordinate, and direct the work of subordinates and outside vendors. Ability to improve organizational and employee performance. Ability to conduct complex policy level analysis and to recommend viable alternatives. Ability to establish and maintain effective working relationships. Ability to communicate effectively both orally and in writing. Ability to exercise independent judgment and discretion with confidential and sensitive information. Ability to develop and present related training to diverse groups. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Five years of responsible professional experience in the area of organizational development and training, including substantive experience in the assessment and resolution of diverse organizational effective issues. Such experience would normally be gained after graduation from an accredited college or university with a Bachelor’s Degree in Public Administration, Business, Industrial Psychology or other related field. Possession of a related Masters Degree may be used to substitute for 2 years of experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Special Requirements:

The incumbent will be expected to attend meetings and provide training/presentations outside the normal work schedule, including evenings and weekends.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Human Resources	18	12

Approved: \_\_\_\_\_

Brad Wirtz  
Human Resources Director

Date