

Director, Organization Effectiveness

Beth Israel Deaconess Medical Center ★★★★★ 963 reviews

Boston, MA

Full-time

Apply on company site



Job details

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Job Type

Full-time

Shift & Schedule

Day shift

Indeed's salary guide

- Not provided by employer
- Not provided by employer
- \$99.1K - \$126K a year is Indeed's estimated salary for this role in Boston, MA.

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Full Job Description

When you join the growing BILH team, you're not just taking a job, you're making a difference in people's lives.

Job Type:

Regular

Scheduled Hours:

40

Work Shift:

Day (United States of America)

The Director, Organization Effectiveness is a direct report of the BILH Assistant Vice President, Organization Development and Change (AVP ODC) and is an experienced OD and Change practitioner. The role is responsible for creating, overseeing, executing and evaluating effective OE practices that contribute to a robust purpose-driven, values-based culture for clinical, research, education and system services throughout Beth Israel Lahey Health.

Job Description:

Essential Responsibilities:

1. Will create multi-year, system-wide organization effectiveness strategies and implementation plans, with progressive industry-leading next practices.
2. Oversee various forms of diagnostic assessment at the organizational, departmental, team and individual levels.
3. Partner with senior executives, colleagues, and key stakeholders to create solutions (e.g., tools, programs, processes, educational content) based on assessments, organization needs, industry and regulatory standards, and best practices.
4. Provide leadership and executional support of organizational solutions to enable business success.
5. Influence senior leaders through strategic thought leadership, evidence-based insights, and superior service.
6. Design an enterprise-wide change management methodology, tools, playbooks, and measurement model.
7. Design, manage and facilitate innovative and effective learning solutions linked to the business strategy, in close collaboration with the Learning and Leadership Development team.
8. Ensure the proper coordination and prioritization between change initiatives, communications, etc. to foster clarity, alignment, partnership, and excellence across the change management practice.
9. Collaborate with key stakeholders to support an evidence-based and values-based competency model for leaders at all levels, including leader of self
10. Develop and drive performance management processes and tools to assist with talent assessment, development, and succession planning.
11. Play a lead, liaison role in translating long term organizational capability requirements and understanding of critical roles into talent review and leadership succession planning processes.
12. Provide thought leadership and guidance on organizational design and change leadership practices.
13. Design and deliver solutions that enable business readiness to ensure successful business transformation.
14. Conduct root-cause analyses to identify drivers of business success and use proven tools to align and sustain.
15. Coach and develop internal talent within Organization Development and Change, Talent Development, Human Resources, and the broader BILH system.
16. Partner closely and ensure alignment with Workforce Planning and Development, and Learning and Leadership Development teams and initiatives; collaborate and share resources across all talent development teams as appropriate and needed.
17. Integrate BILH values and diversity, equity, and inclusion principles in all organization effectiveness programs and processes.
18. Establish function and program goals, objectives and key performance indicators to monitor effectiveness.
19. Collaborate with members of the HR Leadership Team on formulating and operationalizing HR's strategic plan and supporting broader HR team efforts.
20. Facilitate live and virtual employee sessions and business meetings as needed to support the BILH ODC and Talent Development strategies and organization needs.

Required Qualifications:

1. At least eight years' experience in the field, with at least four of these years leading a team of experienced OD/OE and/or Change Management practitioners in a complex organization
2. Experience in setting employee change management strategies for large organizations (i.e., 15-20,000 employees or more)
3. Strong background in and superior knowledge and expertise in OD/OE and Change Management theories and practices, and a broad range of evidence-based OD/OE interventions
4. MBA or Master's Degree in OD/OE, Organizational Behavior/Psychology, Leadership or a related field preferred or equivalent experience
5. Experience and expertise coaching leaders utilizing 360 feedback preferred. Certification in at least one assessment tool (e.g., Hogan, DiSC, MBTI) required
6. Demonstrated experience in successfully leading the design and implementation of large scale org design and change initiatives with varying degrees of complexity
7. Experience consulting with senior leaders regarding whole-system, programmatic, and departmental strategic organization effectiveness and change efforts
8. Experience implementing and operationalizing evidence-based development and change leadership and management models and frameworks
9. Strong ability to understand research and integrate into practice
10. Skilled at collecting and analyzing data to make strategic decisions, and to determine outcomes of programs, including ROI
11. Demonstrated facilitation and consultative skills at all levels of system, and excellent interpersonal skills
12. Experience in building, managing and successfully developing a team of functional experts and leaders
13. Ability to learn quickly, create internal partnerships, promote collaboration and recommend and implement strategies that fit and enhance the culture and integrate across the organization

Key Competencies:

- Driving Results - Establishing systems and processes to attract, develop, engage, and retain talented employees; creating a work environment where people can realize their full potential, thus allowing the organization to meet current and future clinical and business challenges.
- Emotional Intelligence - Establishing and sustaining trusting relationships by accurately perceiving and interpreting one's own and others' emotions and behavior in the context of the political environment; leveraging insights to effectively manage one's own responses and reactions.
- Leading Change - Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.
- Cultivating Clinical and Business Partnerships - initiating and maintaining strategic relationships with stakeholders inside and outside the health system (e.g., physicians, cross-functional partners, payers, suppliers, community representatives) to advance clinical and business goals.
- Leveraging Community and Staff Diversity - Initiating actions to reduce barriers and leverage the advantages of diverse cultures, interpersonal styles, ideas, and professional and educational backgrounds.
- Hiring Top Performers, Coaching and Developing Others - Uses thorough screening and assessment techniques to develop a comprehensive picture of a candidate's professional background in order to hire top performers. Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities; planning and supporting the development of individual skills and abilities.