

The Organizational Development and Change Manager (OD&CM) engages with teams, cross-functional departments, and MedStar entities on initiatives that range from improving operational effectiveness up to delivering full organizational transformation & change. Serves as the OD and/or Change Management expert that helps determine how to identify and then build the capabilities, systems, and processes needed to deliver bottom-line results and ensure those results will be sustained. The Organizational Development (OD and Change Manager reports to the AVP, Organizational Development and Change Management within the Organization Effectiveness function. Partners with MedStar leaders and with Human Resources across the Enterprise to ensure seamless delivery while developing and executing organizational interventions to support the achievement of business strategy.

#### Minimum Qualifications

##### Education/Training:

Bachelor's degree in Organizational Development, Psychology, Human Resources, Change Management, or related discipline required. Advanced Training Certificate in OD, OE, or Change Management or Master's degree preferred.

##### Experience:

7+ years of related work experience. Five of those gained within a corporate HR/OD setting for a fast-paced company or management consulting professional services firm. Combination of consulting and in-house experience preferred.

##### License/Cert/Reg:

Advanced certifications such as Prosci (or other verified change management) certification required. Experience or certification in Hogan, Gallup Strengths Finders, DISC, DDI, Drexler-Sibbett or other certifications preferred.

##### Knowledge, Skills & Abilities:

Prior internal/external consulting experience.

Demonstrated effective delivery of Change Management and Organizational Development strategy and tactics

Outstanding interpersonal skills, including written and verbal communication skills

Experience facilitating large group discussions and team effectiveness sessions

Strong organizational awareness and emotional intelligence with demonstrated ability to build relationships across functions, departments and levels

Desire to embrace both quantitative and qualitative data/analysis to guide decision-making

Consultative mindset with the ability to navigate ambiguity in a rapidly scaling organization

Organized thinking and communication skills, and a willingness to engage in both strategic design and tactical implementation  
Proactive with ability to take initiative to problem solve and offer credible solutions  
Strong business acumen with an ability to address people-related challenges within the context of healthcare  
Demonstrated ability to use MS Office to create polished executive level presentations and materials.

#### Primary Duties and Responsibilities

Contributes to the achievement of established department goals and objectives and adheres to department policies, procedures, quality standards, and safety standards. Complies with governmental and accreditation regulations.

Change Management: Develops, creates and implements effective change management strategies and plans to ensure successful and lasting change with a focus on sustainability and agility. Develops communications and key messages. Assesses change readiness and organization health at key project milestones. Identifies and effectively utilizes appropriate data analysis techniques and professional acumen to identify the root cause of process issues that helps determine the most appropriate method for improving business performance. Quantifies engagement impacts and communicates results to the business through the executive sponsor and/or project lead. Provides tracking and lessons learned mechanisms for continual process/program improvement.

Change Management: Applies Change Management frameworks and best practices to deliver culture transformation and workforce transformation initiatives. Works collaboratively and builds consensus with HR business partners, business leaders and across internal teams to deliver organizational development and change initiatives.

Change Management: Coaches and develops broader change management and organizational development capabilities within the team and across the MedStar Health system. Acts as an active and visible advisor to project sponsors, leaders, key stakeholders and a coach to change agents.

Organizational Development: Applies Organizational Development frameworks and best practices to deliver culture transformation and workforce transformation initiatives. Facilitates conversations that draw out information, generate insights and create stakeholder engagement across an organizational hierarchy. Develops a client strategy, makes independent judgments, manages various projects, and follow-through to ensure that interventions have measurable, business impact. Contributes to the development and evolution of MedStar's OD and Change Management methodologies and tools that are tailored to our organization's strategy and culture.

Organizational Development: Assesses and provides insightful analysis of the client system (people, process, structures) and translates that analysis into recommendations. Utilizes technical and industry knowledge in the areas of organization development (including team development, organizational assessments, organizational design, associate engagement, organizational climate and culture, and change management) to identify complex client issues, identify and mitigate risk, and create strategies to overcome barriers to change. Consults and partners collaboratively with leaders and managers, Human Resources Business Partners, and

internal experts to define scope of work, generate and align a course of action, build commitment, and design and deliver custom interventions.

Project Management: Facilitates formal and informal learning related to HR initiatives (competency models, diversity, mentoring, workplace, systems, etc.) Understands when and how to acquire additional resources and/or subject matter experts when needed.

Project Management: Creates and manages project plan and stakeholders to deliver deliverables against agreed milestones. Manages projects, meeting with key stakeholders to gather and share data, and mobilize groups of people to adopt the new approaches.

Project Management: Participates as an active team member and contributor on work that supports the Organization Effectiveness organization, as well as Human Resources overall.

Participates in multidisciplinary quality and service improvement teams as appropriate.

Participates in meetings, serves on committees and represents the department and hospital/facility in community outreach efforts as appropriate.

Performs other duties as assigned.

#### About MedStar Health

MedStar Health is dedicated to providing the highest quality care for people in Maryland and the Washington, D.C., region, while advancing the practice of medicine through education, innovation and research. Our 30,000 associates and 5,400 affiliated physicians work in a variety of settings across our health system, including 10 hospitals and more than 300 community-based locations, the largest visiting nurse association in the region, and highly respected institutes dedicated to research and innovation. As the medical education and clinical partner of Georgetown University for more than 20 years, MedStar is dedicated not only to teaching the next generation of doctors, but also to the continuing education and professional development of our whole team. MedStar Health offers diverse opportunities for career advancement and personal fulfillment.