



POSITION TITLE: <b>Organizational Development Consultant</b>	POSITION NUMBER: Multiple
REGION: CLBC Head Office	LOCATION: Any CLBC office, Head Office preferred
CURRENT CLASSIFICATION LEVEL: Excluded Band 2	DATE: March 2021 Updated October 2023
SUPERVISOR POSITION NUMBER: 136986	SUPERVISOR'S TITLE/CLASSIFICATION: Director, People Development

**PROGRAM**

Community Living British Columbia [CLBC] is a crown corporation responsible for arranging supports and services for adults with developmental disabilities and their families. CLBC staff strive to advance the vision ***Communities of belonging, lives with connection.***

The People & Culture (P&C) team's purpose is to partner with our people to explore, develop and deliver solutions that inspire them to pursue their full potential. Using CLBC's vision and values to guide and inspire us, we enable staff and managers to develop their capabilities and leadership capacity to facilitate an open and inclusive environment that focuses on relationships, accountability, and effective performance.

**PURPOSE OF POSITION**

Reporting to the Director, People Development, the Organizational Development (OD) Consultant designs and develops corporate people programs, supports team and organization effectiveness, and partners with the People Services Client Partners to provide guidance to stakeholders to addressing organizational performance issues. The OD Consultant works collaboratively with P&C stakeholders and client groups to support organizational resilience and performance.

**JOB DUTIES AND ACCOUNTABILITIES**

**Leadership and Program Planning**

- a. Works closely with People & Culture team members to ensure successful implementation and adoption of people programs and evaluates the efficacy of these programs.
- b. Supports the philosophy of a learning organization and the adoption of a 70:20:10 approach across the organization.
- c. Consults with, coaches, and provides guidance to organizational leaders of all levels and staff to continuously enhance skills and capabilities by inspiring a respectful and feedback-rich environment that inspires engagement.
- d. Works closely with staff and leaders at all levels of the organization to develop and ensure successful implementation of people programs, meetings and gatherings, and learning initiatives, advocating for and assisting with meaningful post-session evaluation.
- e. Manages vendor relationships and contracted employees as and when required.
- f. Initiates and supports the contracting process by developing the requirements and

working closely with procurement to develop and evaluate the proposals.

### **Organizational Development**

- g. Works with People Services & People Development team members and other internal stakeholders by developing and recommending learning and processes that support organizational effectiveness.
- h. Supports the development and implementation of corporate people programs such as leadership development and competency development.
- i. Identifies and implements evaluation tools, data sources, benchmarks, and performance targets for learning.
- j. Develops method for tracking people development data, implement data analysis methodologies and management reporting.
- k. Works closely with managers and staff to steward and encourage a culture of self-directed learning and knowledge management/sharing.
- l. Provides consultation and advice to People Services Consultants to support team effectiveness through the provision of coaching and learning to strengthen teams across CLBC.
- m. Leads and facilitates the implementation of interpersonal skills training using tools such as Insights across the organization.

### **Workshop Design and Facilitation**

- n. Designs and facilitates meetings/workshops to support client and corporate objectives.
- o. Provides facilitation services as required to support client requirements.

### **Change & Project Management**

- p. Consults with Change Management function and implements change strategies to support the successful implementation of OD lead initiatives.
- q. Liaises with the Project Management Office regarding organizational people initiatives.
  
- r. Other Related Duties as required.

## **EDUCATION & EXPERIENCE**

Bachelor's degree in Business, Organizational Development, Human Resources, or Adult Education, plus three years related experience; or relevant equivalent combination of education, work experience and training may be considered.

- Demonstrated proficiency and experience in designing and implementing training curricula and involvement in developing comprehensive employee learning programs.
- Experience implementing and evaluating training and organizational development strategies for adults.
- Insights Discovery Accreditation and experience in virtual -based learning, and vendor and project management preferred.

## **KNOWLEDGE, ABILITIES & SKILLS**

### **KNOWLEDGE**

Demonstrated knowledge of organization development theories, philosophies, methods, organizational analysis, and change skills.

Working knowledge of training and development needs analyses, program development and

delivery.

Excellent knowledge and understanding of human resources programs.

### **ABILITIES & SKILLS**

Proven ability to identify, analyze and assess emerging business issues, and develop and implement effective learning and development responses and/or strategies.

Strong project management and change management skills with the ability to manage projects and achieve goals with minimal supervision while keeping the Manager, People Development informed of projects and initiatives.

Strong client management and service orientation, and proven credibility with senior business leaders.

Demonstrated business acumen with the proven ability to identify key issues for the business and apply OD knowledge to drive solutions.

Excellent interpersonal and communication skills, both verbally and in writing, and strong presentation skills to a large and diverse audience. Proven ability to facilitate issue resolution on a variety of matters.

Proven ability to establish and maintain effective and collaborative working relationships with people at every level of the organization and key stakeholders both internal and external to CLBC.

Highly self-motivated, self-directed with the ability to influence and lead change working in a dynamic, complex and team-based environment.

Strong critical thinking skills with the ability to efficiently and resourcefully analyze and resolve problems using negotiation, group facilitation and conflict resolution skills.

Proven ability to maintain confidentiality and exercise extreme discretion and empathy when required. Strong ability to strategically navigate sensitive situations successfully.

Strong organizational skills and the ability to handle pressure and work in a dynamic work environment, adapting to changing priorities and deadlines, emerging issues, and competing demands.

Proficient computer skills and knowledge of the application of information technology systems.

### **Special Requirements**

- Applicant subject to a criminal record review