

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(HUMAN RESOURCES DIVISION - ORGANIZATIONAL DEVELOPMENT - LOCATION – PUBLIC WORKS, 77 JAMES STREET NORTH)

ORGANIZATIONAL LEARNING AND DEVELOPMENT SPECIALIST

SUMMARY OF DUTIES

This position reports directly to the Manager, Organizational Development and Learning, in Human Resources and provides organizational development support to the Public Works Department as a client department. As a team member in the – Organizational Development Section of HR and working with both corporate priorities and with the General Manager's Office in Public Works, this position provides a full range of performance consulting services and learning opportunities to enhance individual, team and group performance.

GENERAL DUTIES

Promotes an organizational culture in which employees, teams and groups can learn and excel, by conducting literature searches; designing and administering assessments and surveys; interpreting results; making recommendations, implementing activities, and measuring results of corporate-wide developmental initiatives.

Develops collaborative working relationships with clients to learn client businesses and identifies performance goals on an individual, team and/or group basis.

Conducts performance analyses to assess process, work environment and skill strengths and gaps; assesses learning needs; designs, delivers and/or broker selected performance improvement or process improvement interventions to produce measurable results.

Collaborates with clients to identify benefits and creates value in the delivery of services.

Manages projects in training, performance improvement and implementation; organizes resources; provides direction and co-ordination of work as appropriate to the projects, serves as project advocate and achieves project milestones.

Provides change, process and/or performance improvement consulting services, which include assessment of current and future initiatives, consultation re-design and the implementation of change and transition processes and training.

Develops contracts for services with clients, and through the use of project management techniques, constructs work plans, identifies and organizes resources, oversees task teams, and establishes performance metrics to ensure successful performance interventions, change management initiatives and process improvements.

Designs, delivers and/or broker training and development opportunities on an organizational, departmental, divisional, team or individual basis to enhance individual, team and/or group performance in meeting goals and objectives.

Measures and evaluates effectiveness of organizational programs and development opportunities in contributing to individual, team and/or group performance.

Facilitates meetings, planning sessions and group processes.

Counsels individuals, teams and/or groups on skills, competencies, career development and behaviour change.

Administers special projects and activities related to performance improvement and change management.

Mediates discussions and offers alternative dispute resolution among employees and teams.

Performs other duties as assigned which are directly related to the responsibilities of the position.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. In-depth knowledge of human performance normally attained through post secondary education with emphasis in behavioural sciences, instructional technology, adult education, process improvement, organizational development and/or change management.
2. Progressive experience in performance consulting in a multi-business, highly unionized environment.
3. Experience in a computerized environment. Good working knowledge of Word, Excel, Microsoft Outlook and Desktop Publishing software.
4. Excellent communications skills, both oral and written.
5. Highly developed interpersonal skills with the ability to interact and communicate effectively at all organizational levels.
6. Sound knowledge of relevant legislation, statutes, and regulations applicable to Human Resources (Human Rights, Employment Standards, etc.).
7. Well developed planning and organizational skills.
8. Demonstrated ability to work effectively with colleagues, operational management and direct service staff in identifying and meeting human resource needs.
9. Previous research, presentation and communications experience.
10. Strong statistical, analytical and presentation skills.
11. Experience in facilitating mediation and/or alternative dispute resolution between employees.
12. Experience in designing and delivering focused programs and services.

THIS POSITION REQUIRES A VALID CLASS “G” DRIVER’S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

THE INCUMBENTS SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THESE POSITIONS AND THE WORKPLACE.
