

Job Description: CONSULTANT

SUMMARY OF MAJOR FUNCTIONS: Summary of major functions performed on the job including: reason for the position; basic overall responsibility.

The Consultant performs the day to day analysis and research by conducting organizational studies and evaluations, design appropriate changes to systems and procedures to achieve the desirable outcome of each client. The person in this position works under general supervision, is responsible for various shifts, may be subject to over 40 hours per week and/or callback as required, and may also be required to remain on campus immediately before, during, and after severe weather and/or disasters.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Conducting analyses and building models/ generate valuable and actionable insights to ensure desired outcome results in helping healthcare organizations improve the total patient experience through excellence service, and quality.
2. Ability to deliver feedback and effectively coach/influence all levels of healthcare professionals (CEO, organizational leaders, staff, physicians).
3. Ensure that client expectations are consistently met or exceeded through sustained improvement in specific performance metrics and related ROI.
4. Follow, and contribute to, a tiered, competency-based consulting engagement process, based on subject matter, client size and complexity, and ability to influence others.
5. For each consulting client, implement and monitor the consulting delivery process, develop and maintain relationships at each level of the organization (with particular emphasis on the CEO) and drive results per the CEO's objectives for our engagement.
6. Implement and maintain a consulting engagement plan that coordinates contract deliverables, pro forma estimate of deliverables, sequencing and resource allocation, client strategic framework, and client scorecard
7. Exceed client (CEO and leaders) objectives, via a monthly measurement of satisfaction, quarterly measurement of performance metrics and related ROI, and a bi-annual senior leader survey
8. Interview personnel and conduct on-site observation to ascertain unit functions, work performed, and methods, equipment, and personnel used.
9. Confer with personnel concerned to ensure successful functioning of newly implemented systems or procedures.
10. Document findings of study and prepare recommendations for implementation of new systems, procedures, or organizational changes.
11. Develop and implement records management program for filing, protection, and retrieval of records, and assure compliance with program.
12. Prepare, organize or arrange appropriate material or manuals to train workers in use of new forms, reports, procedures or equipment, according to organizational policy.
13. Performs other duties as assigned to support the duties and responsibilities of the job and operational needs of the department and organization.
14. Demonstrates the knowledge and ability to perform the tasks listed on the competencies list as prescribed by the department.
15. Adheres to the behaviors of Baptist Health Care's Standards of Performance and Code of Conduct as presented during employee orientation, in the department and throughout the organization.

QUALIFICATIONS FOR JOB: Summary of required and preferred: Registrations, certifications, and licensures, education, experience, knowledge skills and abilities.

- A graduate degree
- 2 years previous experience as a consultant/and or a combination of healthcare experience and business savvy/acumen required
- This position requires significant healthcare experience at various levels, including leadership
- Experience must include process improvement, performance management, project management, and contribution to strategic plan development, patient satisfaction, and staff/physician relations improvement.
- This position also requires previous experience with a healthcare consulting firm, with a documented history of client results and internal process/development/content impact.
- Proficiency in the Microsoft Office software, including Excel and PowerPoint.

- Proficiency with projectors/ laptops used for seminar/ lectures.
- Solid presence and documented experience as a speaker, coach and change agent (ability to communicate effectively with clients).
- Demonstrates excellent quantitative and analytic skills, and solid critical thinking skills.
- Ability to manage own schedule and proactively improve the client experience.
- Demonstrates excellence skills and abilities to do active listening, time management, instructing, project management, and oral and written communication
- Demonstrates the agility to adapt to a collaborative style team approach.
- Ability to travel to other organizations as required based on the needs of the job.

Baptist Health Care

Baptist Health Care is a community owned, not-for-profit health system with the vision to be the best health system in the country. With 6,000 employees across Baptist Hospital, Gulf Breeze Hospital, Jay Hospital, Atmore Hospital, the Andrews Institute and services that span the continuum of care the system achieves world class outcomes across Pillars of People, Service, Quality, Finance and Growth. As a 2003 recipient of the Malcolm Baldrige award and recipient of 23 national summit awards through Press Ganey, the organization has pioneered service and operational excellence through world-class results for nearly 20 years.

Baptist Leadership Group

Baptist Leadership Group (BLG) is a consulting practice owned by Baptist Health Care, the nationally known pioneer of performance excellence in healthcare. BLG provides Patient-Centered Excellence Consulting to health care organizations to improve the quality of the patient experience. BLG coaches organizations ranging from critical access to large academic health systems to support their journeys to excellence. Through Senior Leader, Leader and Staff coaching, BLG is a partner to create systems of accountability, engaged employee and physician workforces, and improved quality and patient perceptions.