

POSITION SPECIFICATION
ST. JOSEPH'S HEALTH SYSTEM
DIRECTOR, LABOR RELATIONS

POSITION LOCATION:	California
WEBSITE:	http:// www.stjhs.org
REPORTING RELATIONSHIP:	The Director, Labor Relations reports to the Vice President, Labor & Employee Relations.
POSITION SUMMARY:	Directs the overall Workforce Labor Strategic Plan for St. Joseph Health System. Develops and delivers high impact programs and activities to develop manager, employee and union relationships. Responsible for labor relations planning and implementation of such plans, goals and objectives. Develops, implements, and ensures consistent adherence to policies, programs, and procedures within the context of the SJHS Guiding Principles and Code of Conduct, assuring system integration and philosophies. Provides consultation and advises leadership on labor and work place issues.
COMPANY BACKGROUND:	<p>The St. Joseph Health System (SJHS), with corporate offices in Orange, CA is an integrated healthcare delivery system sponsored by the St. Joseph Health Ministry and organized into three regions: Northern California, Southern California, West Texas/Eastern New Mexico.</p> <p>The organization provides a full range of care from facilities including 14 acute care hospitals, home health agencies, hospice care, outpatient services, skilled nursing facilities, community clinics, and physician organizations.</p> <p>SJHS Statistics FY08 - Ending June 30, 2008 Facilities: 14 (California, Texas & Eastern New Mexico) Employees: 24,000 (full-time equivalents) Total net revenue: \$3.69 billion Community benefit: \$266,700,000 (includes care for the poor) Total licensed beds: 3,607 Total discharges: 137,157 Total outpatient visits: 2,061,026 Total home health visits: 235,177.</p> <p>The Mission, Vision, and Values of St. Joseph Health System work in concert to shape their decisions and guide their actions. They form the heart of their health care ministry.</p> <p>Mission To extend the healing ministry of Jesus in the tradition of the Sisters of St. Joseph of Orange by continually improving the health and quality of life of people in the communities we serve.</p> <p>Vision We bring people together to provide compassionate care, promote health improvement and create healthy communities</p> <p>Values: The St. Joseph Health System is comprised of four core values:</p> <ul style="list-style-type: none">Dignity Respect each person as an inherently valuable member of the human community and as a unique expression of life.Service Bring people together who recognize that every interaction is a unique opportunity to serve one another, the community, and society.

Excellence Foster personal and professional development, accountability, innovation, teamwork, and commitment to quality.

Justice Advocate for systems and structures that are attuned to the needs of the vulnerable and disadvantaged and that promote a sense of community among all persons.

These are the guiding principles for all they do, shaping the interactions with those whom they are privileged to serve.

Today, St. Joseph Health System strives to achieve its mission by realizing three strategic goals: Sacred Encounters, Perfect Care and Healthiest Communities. (Details found on the website)

RESPONSIBILITIES:

TOP PRIORITIES:

- Establish credibility with staff, related to union/labor/employee relations.
- Standardization of employee relations/engagement policies and programs.
- Further develop employee engagement initiatives, obtaining data to be used for future initiatives and improvements.
- Further develop employee & labor relations management training/development programs.

GENERAL RESPONSIBILITIES:

- Direct Labor Relations activities, programs and strategy implementation to programs to meet identified goals consistent with the SJHS Workforce Labor Strategy Plan
- Participate in union grievances, arbitration, or collective bargaining as assigned
- Deliver proactive plans and programs to positively influence labor relations, engagement and communications. Monitors trends, takes pulse surveys and reports progress on outcomes and recommendations throughout the year.
- Provide ongoing consulting guidance, coaching and, training to HR Leaders and staff, as well as ministry managers (as appropriate) with respect to labor relations programs and activities.
- Identify areas of potential legal and compliance risk and works with Legal to develop appropriate responses including education, policy changes, and direct intervention.
- Facilitate group process to build effective working relationships throughout the organization, using collaboration and team-building skills.
- Identify areas of vulnerability and works with the respective HR Leaders and Organizational Development partners to plan appropriate assessment and interventions.
- Assess and develop (with client partners) ongoing leadership development and training needs specific to labor relations.
- Provide regular trending and outcome reports to the VP, Labor and Employee Relations, Task forces and HR Leaders on a routine basis

- Acts as a strong advocate for employee issues and works with the HR Leaders to develop methods to assure staff input, concerns and grievances are facilitated consistent with our mission and values.
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QUALIFICATIONS:

ESSENTIAL:

- Prior Labor and Employee Relations experience, preferably in a healthcare setting.
- Demonstrated experience in effective problem solving, employee relations interventions is required.
- Demonstrated experience working in a union environment, facilitating grievances, arbitrations, collective bargaining
- A broad exposure to various employee and labor relations communications, interventions, and development, required.
- Organizational development, training, and change management experience, ideal.
- Collective bargaining experience is ideal.

OVERALL:

- Credible Leader respected by colleagues and clients.
- Experience working in labor and employee relations in a management or consulting role.
- Training and Facilitation expertise.
- Knowledge of applicable labor, wage and hour, EEOC, DFEH, NLRA, and other statutory and regulatory requirements.
- Strong interpersonal written and verbal communication skills.
- Cultural competencies and sensitivity.
- Provides Excellence in Customer Service.
- Proven track record of experience in: facilitation skills, team building, mediation & conflict resolution, and change management.
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**PERSONAL CHARACTERISTICS/
CULTURE FIT**

KEY CHARACTERISTICS:

- Strong leadership skills. The individual will have leadership and organizational maturity that fosters credibility by developing loyalty, teamwork and respect of colleagues, executives, employees, strategic partners and other internal and external stakeholders.
- "Solutions-oriented", creates and has a "sense of urgency" to get things done, with strong business and negotiations skills.
- A consensus builder with a participative management style, he/she must quickly establish themselves as credible with system and local HR leadership, as well as, local hospital leadership, and employees. "People-oriented".
- Assertive communication style, 'outgoing'. He/she should be an enthusiastic, high energy, team player and viewed as a "leader" on

the team and across the organization.

PROFILE/PERSONAL CHARACTERISTICS:

- **Essential Values-Based Competencies:** Demonstrates values-based competencies in line with the four core values that are the foundation of all activities performed by employees in order to achieve the Mission of the St. Joseph Health System:
 - Dignity: Demonstrates competence in communication, interpersonal relations, and leading courageously.
 - Excellence: Demonstrates competence in continuous improvement, continuous learning, accountability, teamwork, motivating and developing others, problem-solving and decision-making, displaying financial understanding, managing daily operations, and demonstrating business/job-specific knowledge.
 - Service: Demonstrates competence in customer/patient focus, adaptability, and shaping change.
 - Justice: Demonstrates competence in community orientation, stewardship, and strategic planning and action.
- Confident executive with “emotional intelligence”, team leadership skills and the ability to work cooperatively, manage relationships, and influence decisions.
- A “change agent”, while respecting the culture.
- A skilled decision maker with a sense of timing, political savvy and “courage” to make difficult decisions under conditions of ambiguity.
- Well developed negotiation and influence skills – ability to create win/win situations.
- Excellent written and verbal communication skills, which enhance his/her presentation skills.
- Innovative, creative and analytical with a practical, results orientation.
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EDUCATION:

An in-depth educational background in Human Resources, as would normally be acquired through a **Bachelors Degree** in Human Resources/Organizational Development, Labor/Employee Relations, Business, or Industrial Relations is required. Masters Degree in related field preferred.

COMPENSATION:

A competitive compensation and benefits package has been structured for this position.

Contact information for this executive search:

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