

February 1, 2009

Job Title: Consultant

Organization: Baptist Leadership Group

Reports To: Consulting Leader

Location: Pensacola FL or other location

Physical Requirements: The essential functions of this role require sitting, standing, walking and a level of aptitude and comfort with using a computer keyboard. Accommodations will be made per federal and state law regarding employment of individuals with disabilities.

Our Mission-Vision:

The Baptist Leadership Group is a professional services firm dedicated to helping organizations improve levels of service and operational excellence. Our clients achieve significant and sustainable results in the areas of patient satisfaction, employee engagement and retention, physician relations, and various clinical/quality measures. We have worked with hundreds of hospitals, as well as numerous, labor-intensive organizations that impact patient care and patient *perception* of care. We help our clients achieve results via three key components:

1. Imbedding of proven tools/practices to improve service, communication and engagement
2. Consistent, competency-based leadership development
3. Implementation of a goal-setting and accountability management system for all leaders

Desired Outcomes:

- Ensure that client expectations are consistently met/exceeded through sustained improvement in specific performance metrics and related ROI
- Follow, and contribute to, a tiered, competency-based consulting engagement process, based on subject matter, client size and complexity, and ability to influence others
- 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
- 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
- Exceed client objectives (especially the CEO's) via a monthly measurement of satisfaction, quarterly measurement of performance metrics and related ROI, and a bi-annual senior leader survey

Position Responsibilities:

- Be a key member of the most dedicated consulting team in healthcare. The attributes of our consultants include:
 - Commitment to helping healthcare organizations improve the patient experience. The patient is at the center of everything we do.
 - A combination of healthcare experience and business savvy/acumen
 - Ability to manage one's own schedule and proactively improve the client experience
 - Ability to deliver feedback and effectively coach/influence all levels of healthcare professionals (leaders, staff, physicians). The CEO is our primary customer.
 - A solid, professional demeanor (defined as positive attitude, ability to solve challenges without fixing blame, teamwork, communication, and desire to receive constructive feedback)
 - Sound judgment, solid critical thinking skills, and constant demonstration of initiative
- Maintain effective client 90-day plans

- Deliver a minimum of 9 billable, on-site days per month. This number may change, based on the resources and client base of the firm.
- Ensure that client expectations are always met/exceeded, via constant measurement of client-specific performance measures, and regular progress reviews with our Consulting Leader
- Assist, via teamwork and subject matter expertise, with other members of the Leadership Group, including Content Development and Performance Improvement and Research
- Other duties may be assigned

Qualifications:

- 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
- A graduate degree is preferred but not required
- Proficiency in the Microsoft Office software, including Excel and PowerPoint
- Solid presence and documented experience as a speaker, coach and change agent
- Excellent project management and communication skills (oral, written).
- Team player, not afraid to “roll up the sleeves”, and with a collaborative style.
- Willingness to take a drug test. Also, you must be legally authorized to work in the United States.

Compensation:

- Full-time, with a competitive base salary and bonus potential

Contact:

Beverly Begovich

Consultant Leader

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