

UW HEALTH JOB DESCRIPTION

Employee Relations Consultant

Job Code: 350014	FLSA Status: Exempt	Mgt. Approval: A. Cannoy	Date: May 2023
Department: HR – Employee Relations		HR Approval: S. Whitlock	Date: May 2023

JOB SUMMARY

The Employee Relations Consultant (ERC) is an experienced and trusted partner who provides guidance and employee relations subject matter expertise to leadership and employees in promoting and fostering a fair, positive and collaborative working environment. The ERC is responsible for the day-to-day employee relations functions for assigned client groups. The ERC position will serve as a proactive change agent who will act as a consultant and coach to employees and leaders in the area of employee relations. The ERC will proactively work with leaders to build teams and retain employees. The incumbent will advise, counsel, and support leadership and employees in application and interpretation of HR processes, policies and procedures and implementing of strategies that support the goals of the organization, as well as represent leadership in administrative legal forums when appropriate

MAJOR RESPONSIBILITIES

- Serves as a consultant to leadership and employees. Acts as an employee advocate, as necessary. Advises leadership and employees regarding their rights and responsibilities under state, federal and local laws, as well as UW Health policies and Human Resources' best practices, to achieve effective and consistent application of all laws and policies to produce positive relations with all employees.
- Provides day-to-day facilitation and dispute/conflict resolution best practices to department leaders and employees to reduce employment – related risks
- Oversees, coordinates, and assists in resolving a wide variety of complex human resource issues, including interpretation of UW Health's Human Resource and other policies, procedures, and practices related to progressive discipline, performance management activities, accommodation requests, work restrictions, leaves of absence, fitness-for-duty, and employee assistance during crisis situations.
- Investigates and resolves harassment, discrimination and/or retaliation complaints and proposes solutions to address wider concerns, when necessary. Represents UW Health at Administrative Hearings such as Unemployment Compensation and/or before state employment agencies (i.e., Equal Rights Division).
- Supports all Leader and Employee Development programming and is able to provide recommendations to programs based off of department needs.
- Creates performance management content for leadership training education and facilitates such training as appropriate.
- Gathers and reviews exit interview data, then collaborates with the appropriate Human Resources Business Partner (HRBP) and leader to strategically plan for workforce changes, improvements, and department trainings.
- In collaboration with HRBP and department leaders, assists with employee engagement initiatives to improve work relationship, build team morale, and increase productivity and retention.
- Guides UW Health organizational restructures, joint ventures, and opening of new facilities in partnership with the HRBP.
- In partnership with Corporate Counsel, coordinates the implementation of settlement agreements, appeal resolutions, administrative, and judicial decisions. Assists with compliance related activities and/or HR survey preparation as requested.
- Researches, benchmarks and evaluates employee relations practices and implements those practices at UW Health when appropriate.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in business or related area.
	Preferred	Master's degree in Industrial Relations or related area.
Work Experience	Minimum	Three (3) years employee and/or labor relations or other related leadership experience
	Preferred	Five (5) years employee and/or labor relations experience or Six (6) years human resource generalist experience
Licenses & Certifications	Minimum	
	Preferred	PHR, SPHR, SHRM-CP or SHRM-SCP

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Proven ability to understand, implement and assist with employee and/or labor relations issues, employment and/or labor law issues/questions and conflict resolution • Strong investigative skills with extensive knowledge of HR policy • Sound judgment and strong mediation skills with a demonstrated ability to effectively resolve conflict • Demonstrated experience of coaching leaders through performance management and employee and/or labor relations issues. • Demonstrated experience in influencing and strategically solving problems • Excellent organizational skills. • Excellent verbal and written communication skills • Systems acumen with the ability to focus on details. • Proven ability in facilitating effective meetings and interactions • Must be able to manage multiple cases with varying levels of priority and make sound decisions quickly in collaboration with multiple stakeholders. • Experience establishing relationships as a trusted advisor to leaders. • Competent using Microsoft Office programs • Flexible and demonstrates comfort with ambiguity. • Able to work collaboratively and independently with minimal supervision • Champions the Respect for People commitments in all interactions • Knowledge of state and federal labor laws.
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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent	Over 100#	Over 50#	Over 20#

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	lifting and/or carrying objects weighing over 50 pounds.			
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.