

## Organizational Development Specialist

### Impact Statement

The Organizational Development Specialist plays a critical role in strengthening MSF Canada's organizational effectiveness, culture, and people systems in support of the organization's humanitarian mission. Reporting to the Director, Human Resources, and working closely with the People & Culture team, the broader HR Department and leaders across the organization, this role designs and leads integrated organizational development strategies and initiatives that enhance employee engagement and leadership development and capability, grounded in the principles of equity, diversity and inclusion in support of the medical humanitarian mission of MSF Canada.

### Key Responsibilities

#### 1. Organizational development strategy & internal consulting

- Designs, implements, and evolves an integrated organizational development (OD) approach aligned with MSF Canada's strategy, core values, and People & Culture priorities.
- Acts as an internal consultant and trusted advisor to leaders and the Human Resources Department, diagnosing organizational needs and codesigning effective frameworks, interventions, and solutions.
- Applies systems thinking and evidence-based OD practices to support organizational effectiveness, collaboration, and mission impact.
- Integrates EDI principles into all OD strategies and interventions.

#### 2. Talent management & workforce sustainability

- Designs and implements talent management frameworks, including succession planning, talent mapping, and career development pathways.
- Supports leaders in identifying critical roles, developing internal talent, and strengthening organizational bench strength.
- Contributes to the evolution and implementation of performance management practices that support accountability, growth, and retention.

#### 3. Employee listening, engagement & organizational culture

- Leads employee listening strategies, including engagement surveys, pulse checks, focus groups, and feedback mechanisms, and translates insights into actionable improvements by leading organizational improvement action planning cycles.
- Designs and supports employee engagement initiatives that strengthen connection, inclusion, psychological health and safety, and alignment with MSF Canada's values and mission.
- Partners with leaders to embed feedback, learning, and continuous improvement into organizational ways of working.

#### 4. Learning, leadership & talent development

- Leads the design and implementation of learning and development strategies, including leadership development, management capability building, and organization wide learning initiatives.

- Curates and develops learning solutions using a blend of internal expertise, peer learning, and external resources.
- Provides functional leadership and guidance that supports the future development of OD and/or L&D capacity within the Human Resources Department and in support of MSF Canada

## 5. Rewards & recognition

- Designs and evolves non-compensation reward and recognition tools, systems, programs and approaches that reinforce desired behaviours, engagement, and MSF Canada's values.

## 6. Change management

- Partners with HR and Management Team in organizational related change through the application of effective change management practices to ensure successful understanding, adoption and sustainability, with a developed equity, inclusion and belonging lens

## 7. New hire orientation and onboarding

- Leads the design, implementation, execution and continuous improvement of the new hire orientation and onboarding experience both for staff to ensure effective onboarding experience, clarity, inclusion, and connection to MSF Canada's culture and mission from the beginning of an employee's onboarding journey with MSF Canada.

## Job-Specific Competencies

- **Organizational Development Expertise – Advanced**
  - Applies OD theory, systems thinking, and evidence-based practices to diagnose complex organizational challenges using qualitative and quantitative data.
  - Defines what success looks like and uses data to assess impact, challenge assumptions and continuously refine organizational interventions over time.
- **Internal Consulting & Stakeholder Influence – Advanced**
  - Builds strong, trust-based relationships with leaders and colleagues across the organization.
  - Effectively diagnoses needs, facilitates dialogue, and provides sound, values-aligned recommendations.
  - Navigates ambiguity and balances multiple perspectives within a humanitarian organizational context.
- **Talent & Leadership Development – Advanced**
  - Designs sustainable talent and leadership development frameworks aligned with organizational strategy.
  - Supports leaders in strengthening inclusive, people-centred, and accountable management practices.
- **Change Management – Advanced**
  - Applies change management principles to organizational, cultural, and people-related initiatives.
  - Anticipates resistance and readiness challenges and designs people-centred mitigation strategies.

## MSF Transversal Core Competencies

- **Commitment to MSF principles; Proficiency level 1:** Demonstrates knowledge of and accepts MSF's principles, including respecting the choices made by the organization, demonstrates basic knowledge of MSF's mission and main activities, and is committed to the values of MSF and MSF-Canada (Humanity, Integrity, Results).
- **Cross-cultural awareness; Proficiency level 3:** Demonstrates an integrating attitude, commitment, and awareness to Equity, Diversity, and Inclusion principles, understands and can explain how these principles impact the role, and articulates an understanding of EDI principles/personal commitment to EDI.
- **Service orientation; Proficiency level 4:** Anticipates and plans the service response. Seeks long-term benefits for clients. Acts as a specific advisor to clients and encourages them to come to him/her with new decisions or needs. Provides a response while following procedures but "thinking outside the box" and advising, designing, innovating and teaching.

- **Teamwork and cooperation; Proficiency level 2:** Shares significant information in a timely manner and actively seeks the opinion of team members or others through empathetic communication. Allows others to question work/input if this leads to improvement. Coordinates with other team members to ensure that common objectives are achieved. Shows interest in and empathy with team members.
- **Strategic thinking & analysis; Proficiency level 2:** Connects people initiatives to organizational strategy and translates insight into action.

### Knowledge and Experience

- Demonstrated experience designing and delivering organizational development initiatives, preferably in complex, mission-driven or values-based organizations, or in contexts where you've had to navigate competing priorities and multiple stakeholders
- Experience across a combination of employee engagement, leadership development, and talent management (including succession or career planning frameworks)., and.
- Experience acting as an internal consultant or strategic advisor to leaders and HR/People & Culture colleagues to think through organizational challenges and translating that into practical action
- Working understanding of equity, anti-oppression, and inclusive practices, and experience applying that lens to organizational systems, processes, or programs.
- Graduate-level training in Organizational Development, Organizational Psychology, Human Resources, or a related field is strongly preferred.

### Education, Certifications, and Languages

- A degree in Organizational Development, Organizational Psychology, Human Resources, or a related field, or equivalent knowledge built through professional experience, self-directed learning, or a combination of both.
- Professional proficiency in written and verbal French
- Professional proficiency in written and verbal English

### Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time), some weekends and evenings may be required
- Flexible work hours and hybrid work model (40% in MSF Canada office per week)
- Office environment is open concept, and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor
- Work requires long hours in front of a computer/laptop screen
- Domestic travel required (approximately 10%)
- Occasional international travel to participate in MSF international OD platforms or communities of practice.

### Job Information

**Position Level:** Individual Contributor

**Department:** Human Resources

**Reporting to:**

**Position Status:** Permanent

**Activity Rate:** 100% (37.5 hours per week)

**Location:** Toronto or Montreal

**Salary Grade:** Level 16, Step 1 on the MSF Canada Salary Grid, \$ (non-negotiable)

**Status:** Must be legally authorized to work in Canada; MSF Canada is not in the position to support a work permit process for any applicant outside of Canada.

**Benefits:** Starting 4 weeks' vacation/year, flexible work hours, Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no employee contribution required), annual professional development budget, Employee and Family Assistance Program (EFAP), internal psycho-social resources, and a positive and innovative office culture grounded in our core values of humanity, integrity, and results.