

**Position Title:** Change Management Specialist

**Campus:** Ballarat

**Directorate:** Clinical Support and Service Improvement

**Department:** Service Improvement

**Reporting to:** Director of Service Improvement

**Direct Reports:** NIL

### Appointment Terms/Conditions:

**Classification and Code:** HS7

**Enterprise Agreement:** Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at [www.grampianshealth.org.au](http://www.grampianshealth.org.au)

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

## **POSITION PURPOSE**

The Change Manager Specialist manages the development, implementation and continual improvement of change management strategy, frameworks, and capability within Grampians Health. The aim of position is to prepare staff, service providers, partners and consumers for changes that are required to enable the organisation to achieve its strategic objectives. The role provides leadership, guidance, support and coaching in change management for staff and offers advice to Senior Management in understanding change readiness.

The role is to support high value projects that include the Ballarat Base Redevelopment and the Electronic Medical Record project.

## **KEY ACCOUNTABILITIES**

*Note: This position description outlines the full scope of responsibilities associated with the role. As part of a revised team structure, some of these responsibilities will be retained by the successful candidate, while others will be allocated to other staff members to support a more balanced and collaborative approach to service delivery.*

- Implement a change management methodology, process, and tools to create a strategy to support adoption of the changes required by Grampians Health.
- Integrate effective change management strategies into project plans. Develop and implement measurement systems and information sharing tools to track adoption, utilisation, and proficiency of change initiatives.
- Contribute Change Management planning into the planning and delivery of priority projects at the organisational level. These include, but not limited to, in the short and medium term, the Ballarat Base Hospital Redevelopment (\$500M), and the Electronic Medical Record.
- Manage change management issues requiring the capacity to exercise professional judgement and implement effective, innovative, and practical solutions that address people management risks, resistance and performance gaps in organisational initiatives and changes.
- Develop and conduct change readiness assessments, analyse and evaluate results and present findings to project sponsors and the Senior Management Teams across GH as required.
- Establish and maintain internal and external stakeholder relationships through provision of advice on change management and communication issues, effective communication, negotiation, and issues management to engage stakeholders and ensure deliverables are met.
- Develop and maintain the ongoing forward schedule of changes to assist the business in planning for change, to manage any project or change-related interdependencies, and to facilitate the communication of changes within the change management process to keep the organisation informed.
- With Project Teams to conduct post-implementation reviews to confirm outcomes and results, identify lessons learned and develop comprehensive action plans to ensure the change has been effective and the outcome to the business has been achieved.

## **KEY SELECTION CRITERIA**

### **Qualifications and experience**

- Preferably at least five years' experience in a relevant change management position.
- Qualifications in Change Management.
- Experience working with a range of internal and external stakeholders including senior management.
- Preference to have worked within the health sector.
- Strong engagement and communication skills.

### **Technical/Professional Knowledge and Skills**

- Computer skills: Demonstrated knowledge of information technology systems.
- Coaching: Demonstrated ability to provide timely guidance and feedback to develop the knowledge and skills of others
- Sound evaluation and data analysis skills: Demonstrated ability in evaluating data, systems, and processes.
- Facilitation: Demonstrated ability in facilitating small group discussions.

#### **Work Environment**

- Communication: Demonstrated ability to clearly convey information and ideas through a variety of media to individuals and multidisciplinary teams
- Building Strategic working relationships: Demonstrated ability to use collaborative relationships to facilitate accomplishment of work goals.

#### **Personal attributes**

- Work standards: Demonstrated high standards of performance for self and others: assuming responsibility and accountability for successfully completing assignments or tasks
- Planning and organising: Ability to establish courses of action for self and others to ensure that work is completed.
- Driving for results: Ability to set high goals for personal and group accomplishment and monitor progress towards goals.
- Facilitating change: Ability to encourage others to seek different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

### **ORGANISATIONAL REQUIREMENTS**

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

### **OTHER RELEVANT INFORMATION**

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected by their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.