

Position Title: Change Manager

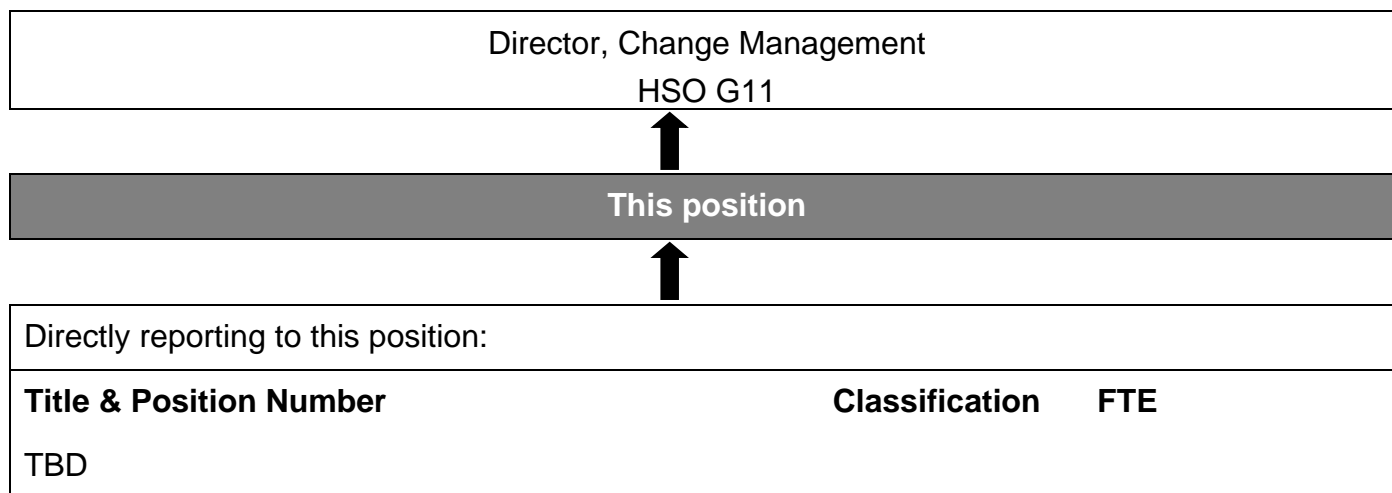
Position number	00014285, 00014286, 00014287, 00014288
Classification	HSO Level G10
Employment Instrument	Health Salaried Officers Agreement
Group	Health Support Services
Business Unit	Transformation and Strategy
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As a member of the Health Support Services (HSS) management team, the Change Manager is responsible for:

- Providing expert advice to HSS Executive and Senior Leadership team on change impacts and interventions for Transformation Program projects;
- Developing and implementing strategic change plans in conjunction with internal and external stakeholders;
- Ensuring the people side of change is coordinated and aligned with HSS initiatives to ensure successful outcomes are achieved and embedded;
- Supporting the Director, Change Management in development and implementing a suitable change methodology for HSS and;
- Coaching and developing the HSS teams to transform change management capability across HSS.

REPORTING RELATIONSHIPS:



ORGANISATIONAL CONTEXT:

Health Support Services (HSS) provides value for money corporate support services to the WA health system through skilled and motivated people. This includes delivering business focused financial, ICT, supply and workforce services within an environment of standardised systems and processes.

HSS provides its services within a framework of established values and behaviours based on achieving the corporate service standards and expectations of our customers.

With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to employee career development and professional learning.

GROUP CONTEXT STATEMENT:

On 1 July 2016, in accordance with the *Health Services Act 2016 (WA)*, HSS was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS supports the WA health system in the effective delivery of health care through the provision of technology, supply, workforce and finance services.

HSS is committed to enhancing customer experience by delivering high quality services to customers. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are competitive in quality, cost and responsiveness.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams that deliver a range of services within an environment that continually seeks to understand the needs of our customers and to improve efficiency, processes and procedures where this adds value for customers.

HSS STRATEGY

Vision

Enable better health care

Mission

To deliver high quality services to support the delivery of optimal patient care

Values

Behaviours



Think customer first

We put our customers first in everything we do.
We listen to our customers; they know their business best.
We engage proactively with our customers to find the best solution.



We promise, we own, we do

We commit to delivery – we do what we say.
We take personal ownership – we own the problem and the outcome.
We take responsibility for our decisions and actions.



We will find a way

We focus on solutions, not problems.
We think creatively to develop new and better ways of delivering on our promises.
We embrace a positive ‘Yes, we can’ attitude.



We make a difference together

We work together to make a difference to those delivering patient care.
We are open and learn from our mistakes and our successes.
We speak up, we listen and we take collective action.

HSS' mission is to deliver high quality services to support the delivery of optimal patient care.

BUSINESS UNIT ROLE:

The HSS Transformation and Strategy Business Unit is responsible for HSS-wide strategy, as well as delivering the transformation program to modernise HSS, driving effectiveness and efficiency changes, improving customer outcomes and reducing costs for the WA health system. This includes program and project delivery and resourcing (including management of external resources), oversight and management of organisational wide change impacts, ongoing performance improvement and management, and governance and reporting across HSS' transformation portfolio.

POSITION RESPONSIBILITIES:

HSS Leaders and Managers:

- Contributes to the strategic and operational governance of the Health Support Services as a member of the extended leadership team.
- Contributes to the setting of strategic business direction and the achievement of corporate goals, including quality improvement, and the development of a dynamic, innovative and "Think Customer First" organisational culture.
- Contributes to the Health Support Services transformation and continual improvement objectives through constructive transactions with stakeholders and customer agencies.
- Empowering leadership and direction of the relevant area, ensuring objectives are transformed into actions and goals are achieved.
- Contributes to the effective working and image of Health Support Services as a team supporting the achievement of the broader WA health system's objectives.
- As a leader, at all times models behaviour consistent with organisational values, including probity and accountable and ethical decision-making.

HSS Management:

- Promotes a customer-focused culture and a team-based approach based on the Health Support Services values and strategic priorities.
- Champions collaboration, continual improvement and quality management. Builds and supports alliances with stakeholders, customer agencies and within Health Support Services to enable the achievement of the organisations operational and transformational priorities.
- Ensures the work environment is safe, fosters equity and diversity, and enables the achievement of personal and team goals.
- Allocates resources (including financial and human) to achieve optimum effectiveness and efficiency in the delivery of outcomes within service, cost and time expectations.
- Identifies and mitigates risks to current and future service delivery.
- Provides subject expert advice to the Senior Leadership Team where relevant.
- Ensures all contracted services meet agreed timelines, outcomes, deliverables, and are achieved within agreed budget.

HSS Participation (Self):

- Maintains the HSS “Think Customer First” culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system’s Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

Role Specific Responsibilities and Key Outcomes:

- Provides expert advice to HSS Executive and Senior Leadership team on change impacts and interventions for Transformation Program initiatives.
- Develops and implements strategic change plans in conjunction with HSS Executive, Directors and external stakeholders such as HSP Executives and WA Health.
- Implements changes applying the most suitable interventions to ensure successful outcomes are embedded across HSS.
- Supports the Director, Change Management with the design, development, maintenance and deployment of the HSS Change Management Methodology. This includes the development, HSS’s assurance measures, scheduling, conducting an assessment approach for training.
- Maintain a good working knowledge of developments and policies in the wider health environment and other functional areas and their impacts on HSS transformation program initiatives.
- Identifies and reviews change readiness and change impacts across HSS to ensure productivity impacts on the business are minimised and change risks are mitigated.
- Applies an understanding of how individuals go through change to mitigate productivity dips during implementation.
- Designs and implements communications strategy for supporting implementation of change to advise HSS staff on actions or tools required for implementation.
- Manages change and communications related activity on individual projects to support HSS transformational objective.
- Implements corrective actions relating to Change Management following HSS project management methodology assurance reviews.
- Manages scheduling and execution of HSS Change Management methodology and tools where required.
- Coaches and develops HSS internal teams to uplift change management capability.
- Supports the strategic design of Change projects and Program(s) to maximise the pace of change whilst minimising people and culture risks across HSS.
- Designs change management strategies and approaches to support the successful implementation of change on individual projects for HSS.

- Engages with the HSS Workforce and Organisational Development Business Unit to ensure capability and capacity to execute on change is managed throughout the transformation.
- Implements change within associated Business Units, function, areas or teams applying change management methodology/approach.
- Engages with HSS Business Units, areas, functions and teams to understand likely impacts of change and appropriate engagement and interventions for specific stakeholder groups.
- Implements change interventions designed to minimise productivity loss as new projects/initiatives are implemented.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated experience in the leadership of complex organisational change management initiatives with an emphasis on business transformation or improvement projects/programs.
2. Knowledge of and experience in successfully developing and implementing organisational change management, strategies, frameworks and tools using industry best practice methodologies.
3. High level communication and interpersonal skills with the ability to negotiate and consult with a range of stakeholders including a demonstrated ability to influence Executive level stakeholders.
4. Demonstrated advance problem solving skills including the aptitude to identify, analyse and implement solutions.
5. High level time management skills with the demonstrated ability to manage competing priorities and deliver positive outcomes.

DESIRABLE CRITERIA:

1. Tertiary qualification in Change Management (Prosci Certification advantageous), Communications or related discipline.
2. Prior experience in working for a public sector agency or healthcare provider.
3. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

DIRECTOR HR & CAPABILITY

EXECUTIVE DIRECTOR

SIGNATURE _____

SIGNATURE _____

DATE _____

DATE _____