



Position Title: Change Consultant

Classification	HSO Level G8
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Transformation and Strategy
Function	Change Management
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Transformation and Strategy Business Unit, the Change Consultant is responsible for:

- Developing and implementing project change plans in conjunction with internal and external stakeholders.
- Ensuring the people side of change is coordinated and aligned to ensure successful outcomes are achieved and embedded.
- Supporting the Change Manager in implementing a suitable change methodology for HSS.

REPORTING RELATIONSHIPS:



ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 50,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,200 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team.

It is an exciting time in the health sector and a defining period for HSS.

HSS VALUES



We put the customer
at the heart of
what we do



We value and care
for each other



We promise,
we own, we do



We will find
a way



We make a
difference together

Our values guide our behaviours and the way we interact with our customers and each other.

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 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:

- Implements changes applying the most suitable interventions to ensure successful outcomes are embedded across HSS.
- 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.
- Undertakes critical analysis of operations, projects and programs to ensure alignment with HSS’ strategy. Provides timely, effective and efficient information to Director, Strategy and the Senior Leadership Team where necessary.
- Designs and implements communications plans for supporting implementation of change to advise HSS staff on actions or tools required for implementation on specific projects.
- Manages change and communications related activity on individual projects to support HSS’ transformational objective.
- Manages scheduling and execution of HSS Change Management methodology and tools where required.
- Designs change management plans 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 external HSP’s, 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.
- Develops and implements project change plans in conjunction with Change Manager, HSS Directors and Managers as well as external stakeholders such as HSP managers.
- Supports the Change Manager with the design, development, maintenance and deployment of the HSS Change Management Methodology. This includes the development, HSS’s assurance measures, scheduling and conducting an assessment approach for training.

- Supports the strategic design of Change projects and Program(s) to maximise the pace of change whilst minimising people and culture risks across HSS.
- Other duties as required.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated change management experience on large scale projects.
2. Knowledge of and experience in successfully implementing organisational change management strategies and tools using industry best practice methodologies.
3. Highly developed communication and interpersonal skills with the ability to build relationships, negotiate with key stakeholders and engage and influence others.
4. Well-developed analytical and conceptual abilities with the ability to provide solutions to change problems.
5. Well-developed planning and organisation skills, with the ability to manage multiple priorities.

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.

Version control	Description	CRC Approval Date	Registered Date
Vs 2.0	JDF Amended	30/09/2020	17/02/2022