

## Position Title: Change Analyst

<b>Classification</b>	HSO Level G6
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Transformation and Strategy
<b>Function</b>	Change Management
<b>Location</b>	Perth Metropolitan Area

### KEY ROLE STATEMENT

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

- Supporting change management activities, using methods and processes efficiently to support end users and minimise the impact of the change whilst living our HSS values.

### REPORTING RELATIONSHIPS:

Director, Change Management HSO Level G11		
↑		
Change Manager HSO Level G10		
↑		
This position		
↑		
Directly reporting to this position:		
Title	Classification	FTE
No direct reports		

## ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA Health system. HSS was established in 2016 under the Health Services Act 2016 (WA) and transitioned to be governed by a Board in July 2020.

HSS provides a suite of services to support WA public hospitals and health services to deliver excellent health care. These services include ICT, Procurement & Supply, Employment, Payroll and Financial Services.

HSS's values underpin everything we do. We are committed to enhancing the experience of our customer by delivering simple, reliable and responsive shared services, and create partnerships to find solutions.

HSS actively seeks to empower a "Think Customer First" culture with skilled, motivated and experienced teams of people. 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 career development, professional learning and the wellbeing of our employees.

## HSS PURPOSE AND VALUES

Purpose

**We support our customers to provide excellent health care**

Overarching KPI = Customer Satisfaction Score (CSAT)

Values

Think  
customer first

We promise,  
we own, we do

We will find  
a way

We make a  
difference together

## 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:**

- Undertakes comprehensive research and analytics to support strategic advice on the management of change management performance issues and risks to Executives to support the prevention and remediation of performance issues.
- Provides complex analysis to provide the Change Manager and stakeholders with insight to deliver optimum results, driving the change and supporting embedding of changes.
- Prepares and maintains key project documentation to ensure completeness and accuracy.
- Prepares comprehensive reports, memos, briefing notes and other documents incorporating research and feedback to support systems solutions.
- Provides administrative and logistical support for Change Managers and project teams.
- Facilitates workshops and conducts simple needs analyses, prepares training design/scope documents, deliver or source delivery options and evaluate program/course effectiveness demonstrating return on investment.
- Supports training needs analysis based on impact of change and develops training material for project and change management and or project outputs.
- Contributes to the development of policies, systems, frameworks and tools to ensure learning, culture and development services incorporate innovative approaches and are provided in the most effective and efficient manner.
- Maintains regular, ongoing and effective liaison and communication with WA health services, health professionals, health service managers and other health industry stakeholders with respect to the projects being undertaken.
- Works within the HSS Change Management Framework.
- Actively contributes to the efficient operation of HSS and undertakes other roles and tasks as directed.
- Supports Change Manager in delivering Change Strategy and Plans, which may include communications, training, coaching, processes, resistance management, stakeholder analysis, business readiness and adaption analysis.
- Supports the development of key program/project change and communications plans.
- Supports Change Manager through facilitating information flow between the Change Management Team and projects.
- Supports the Change Manager in stakeholder engagement.
- Other duties as required in accordance with strategic objectives, business plans, local work priorities and performance management plans.

### **SELECTION CRITERIA:**

#### **ESSENTIAL CRITERIA:**

1. Demonstrated change analyst experience including the ability to complete needs analysis, prepare training design/scope documents, and execute solutions, including coordinating training events, write business processes and communication content.
2. Strong written and oral communication skills including producing presentations, reports, business documents and training materials, with ability to translate technical concepts into simple terms.
3. Strong interpersonal skills with the ability to build trusted and respectful relationships.
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. Understanding of Change Management (Prosci advantageous) Communications or related discipline.
2. 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.

<b>Version control</b>	<b>Description</b>	<b>CRC Approval Date</b>	<b>Registered Date</b>
Vs 1.0	JDF Created	30/09/2020	30/09/2020