



Position Title: Change Manager

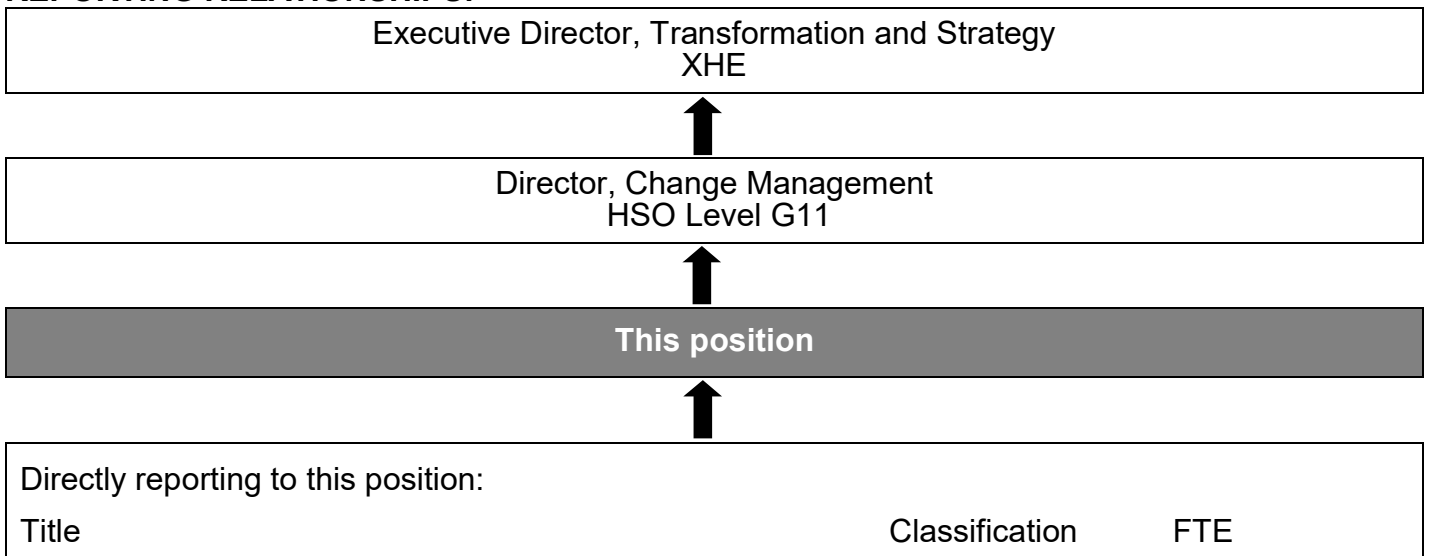
Classification	HSO Level G10
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Transformation and Strategy
Function	Change Management
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Transformation and Strategy Business Unit, the Change 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.
- Coaching and developing the HSS teams to transform change management capability across HSS.

REPORTING RELATIONSHIPS:



Change Consultant	HSO Level G8	1+
Change Analyst	HSO Level G6	1+

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 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 organisation’s 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.
- Mentors and develops staff and teams to ensure the organisation meets executive, stakeholder and customer 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.
- Other duties as required.

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.
6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

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.

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	31/08/2020	17/02/2022