



Position Description

Position title:	Change Practice Lead	Date:	July 2024
Reports to:	HOD ePMO	Department:	Finance / ePMO
Number of reports:	Direct: 1-4	Location:	National Support Office
Delegated financial authority:	NA	Budget ownership:	No
Level of influence:	Leading self Leading others		

Our Organisation
<p>At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.</p> <p>Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.</p> <p>As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.</p>

Vision	Purpose
<p>Our vision is for what we aspire.</p> <p>To help people live their best lives by reimagining healthcare.</p>	<p>Our purpose is why we exist.</p> <p>To advance the provision of quality healthcare in Aotearoa New Zealand.</p>

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

This role is responsible for ensuring change management practices for innovations, transformation and system improvements are well executed by:

- Leading the design, development and implementation of change management strategies, initiatives, and processes to maximise adoption and minimise resistance to change and support the realisation of benefits / outcomes of changes.
- Ensuring high quality communication and engagement change management strategies, that influence adoption of change.
- As a trusted adviser, you will provide change expertise, coaching our delivery teams in strategies that will help them understand change accountabilities.

The Change Lead must have high adaptability in supporting a range of projects dependant on the current ePMO priority and project stages or timeframes and will also drive the maturity of change management practices within the ePMO.

This role will be a key driver and champion of change, providing support and guidance to increase change management capability and maturity across SCHL.

Key Relationships

Internal

- ELT Members and their key business leads
- ePMO team.
- All project and delivery teams across the organisation
- All support functions at SCHL – Finance, Procurement, Digital Services etc
- GMs of all SCHL Hospitals (WO/JV)
- All other key stakeholders involved in project activity and strategy delivery.

External

- Clinicians
- Providers – Medical
- Joint Venture business partners
- Vendors and 3rd Parties
- All other relevant industry bodies

Key Accountabilities

Change Practice Development

- Assess the scope and scale of change of the projects and programmes in the SCHL portfolio, and then develop the overall change strategy to support successful delivery of the portfolio.
- Create an overall integrated change plan/ schedule for the portfolio so dependencies and constraints are well understood.
- Develop and establish change practices, templates, policies, tools, and partnerships to expand and mature these capabilities for SCHL.
- Embedding of new ways of thinking and working across internal teams and external partners.
- Develop and nurture change communities, to ensure we are consistent with how we deliver enterprise change at SCHL

Change Management

- Ensure the change approach of individual projects is aligned with the portfolio change strategy which will support delivery outcomes.
- Lead the co-design and delivery of effective change plans / approach, to support learning and adoption of the change.
- Analyse all impacts on all stakeholder groups and develop approaches for addressing change resistance and achieving support for change.
- Provide estimates on effort and costs on detailed change plans.
- Ensure there is effective monitoring in place of change, including the speed of adoption, extent of uptake and proficiency, and that the change has been well embedded to ensure sustained results.
- Establish traceability between what the change objectives need to be deliver the project objectives, outputs, and outcomes.
- Lead the day-to-day change related activities and resources for individual projects as assigned.
- Provide status reporting relating to change activity milestones, deliverables, dependencies, risks and issues, and providing communications on project activity as required.
- Understand interdependencies between change activities.
- Work creatively and analytically in a problem-solving

Strategic Thinking

- Support SHCL strategy by contributing using the knowledge you have of our client's business, bringing thought leadership and whole-of-system thinking.
- Challenging the status quo and identifying improvement opportunities resulting in Improvement in key performance measures, greater levels of customer satisfaction, improved operational efficiency.

Leadership

- Develop and nurture relationships between the wider business with respect to initial business idea.
- Provide leadership to relevant working groups as required, creating an environment where results are achieved.
- Coach, mentor, motivate and supervise others in the team as appropriate.
- Building and promoting an open, trusting, and respectful team environment; facilitating discussion, collaborative decision making and conflict resolution

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- Minimum of 7+ years Change Management/Leadership experience,
- Exceptional written and oral communication skills including well-developed facilitation and presentation skills.
- Strong skills in partnering with customers and stakeholders to think and work creatively.
- Ability to influence and motivate others and move toward a common vision or goal
- Familiarity with project management approaches, tools and phases of the project lifecycle
- Excellent planning and organisation skills

Experience and skills desirable:

- Prior experience in healthcare or relevant industry

Education and qualifications required:

- Qualification in Change Management for example ADKAR methodology or equivalent

Education and qualifications desirable:

- Bachelor's degree in relevant discipline or equivalent experience

Leadership Attributes	
Human Centred Leadership <ul style="list-style-type: none">• Empathy• Adaptability• Connection Performance Coach <ul style="list-style-type: none">• Accountability• Engagement• Collaboration	Change Enabler <ul style="list-style-type: none">• Execution• Energy• Contribution