**Position Description**

|  |  |  |  |
| --- | --- | --- | --- |
| **Position title:** | Health, Safety, and Wellbeing Change Manager | **Date:** | August 2025 |
| **Reports to:** | Head of Health, Safety, and Wellbeing | **Department:** | Health, Safety, and Wellbeing |
| **Number of reports:** | Direct: None  Total (include indirect):None | **Location:** | Auckland, Wellington, or Christchurch |
| **Delegated financial authority:** | None | **Budget ownership:** | No |
| **Level of influence:** | **Leading self**  Leading others  Leading leaders  Leading the Organisation | | |

|  |
| --- |
| **Our Organisation** |
| At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.  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.  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. |

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

|  |
| --- |
| **Values and Behaviours** |
| **Care First:** Care is at our heart. It’s the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.    **Better Together:** Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.    **Pursue Excellence:** Every day brings a new opportunity to improve, innovate, and excel. We don’t settle for ‘good enough’. We’re here to do our best work, delivering our best care for the people and communities we serve. |

|  |
| --- |
| **Role Purpose** |
| The Health & Safety Change Manager drives effective adoption of strategic initiatives, ensuring that Health & Safety change programs have management systems in place aligned to Southern Cross Healthcare change framework, including those related to safety-critical frameworks like Critical Control Management (CCM), and these are successfully implemented and embedded into the business.  This role partners with worker representatives across Health & Safety, leadership groups, and operational teams to develop and deliver tailored change, communication, and training strategies, ensuring that organisational shifts result in measurable improvements in performance, health, safety, and engagement.  The role will champion worker engagement and participation in change, ensuring representation of all workers impacted by change. |

|  |  |
| --- | --- |
| **Key Relationships** | |
| **Internal**   * Critical control implementation specialist * Health & Safety leadership and operational teams, including representatives * EPMO including change practice * People & Culture * Project and Programme Managers * Frontline clinical and non-clinical teams * Executive and senior leadership teams | **External**   * Change management consultants and external partners * Training and development vendors * Industry networks and associations |

|  |
| --- |
| **Key Accountabilities** |
| **Change Management Strategy and Execution**   * Develop and implement comprehensive change management strategies for key programmes, including CCM rollout and process transformations. * Ensure all change initiatives are aligned with organisational goals and deliver measurable value.   **Stakeholder Engagement**   * Build processes and practices into change management to ensure employees and other affected parties (workers) are engaged and can participate. * Build strong relationships with leaders and teams to understand their needs, expectations, and potential resistance points. * Facilitate feedback loops and adjust engagement strategies to ensure collaboration and buy-in.   **Communication and Readiness**   * Craft and deliver clear, consistent, and timely communication that builds awareness and confidence. * Conduct readiness assessments to identify potential barriers and develop mitigation strategies.   **Training and Capability Building**   * Design and deliver engaging training sessions and tools to build capability and embed new processes. * Support the development of site-specific implementation resources for CCM and other initiatives.   **Monitoring and Reporting**   * Track adoption and performance outcomes, providing regular updates to leadership. * Use metrics and feedback to continuously refine strategies and ensure sustained implementation.   **Continuous Improvement**   * Facilitate lessons-learned reviews to improve future change programs. * Champion a culture of worker engagement, adaptability, learning, and operational excellence. |
| **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:**   * 5+ years’ experience in organisational change management or transformation roles. * Proven experience in developing and executing change strategies in complex environments including risk. * Strong stakeholder management and facilitation skills. * Exceptional communication and presentation skills. * Proficiency in developing and delivering management standards and training programs.   **Experience and skills desirable:**   * Familiarity with Critical Control Management or safety-critical frameworks. * Experience in healthcare or other regulated industries. * Change management certifications (e.g., PROSCI, ADKAR). | **Education and qualifications required:**   * Bachelor’s degree in Organisational Development, Business, or a related field.   **Education and qualifications desirable:**   * Advanced qualification in change management or organisational psychology. |

|  |  |
| --- | --- |
| **Leadership Attributes** | |
| **Human Centred Leadership**   * Empathy * Adaptability * Connection   **Performance Coach**   * Accountability * Engagement * Collaboration | **Change Enabler**   * Execution * Energy * Contribution |