

# POSITION DESCRIPTION

## Change Specialist

Reports to	Change Manager
Direct Reports	None
Band	Band 5, HPV Enterprise Agreement 2018

### Position Summary

The Change Specialist supports change activities across the change management lifecycle within the Common Catalogue project. Reporting to and working closely with the Change Manager, this role will also work with project team members and health service stakeholders to coordinate various aspects and stages of change management, ensuring they are understood and implemented within the Common Catalogue project.

The Change Specialist will require excellent stakeholder management skills to develop and maintain strong, productive and professional working relationships with the following:

- HPV employees, including the Common Catalogue Project Manager and Supply Chain information team.
- HPV Customer Relationship Managers.
- HPV Communication Manager and Communication Specialist.
- Victorian health service representatives, in particular Procurement, Supply, Logistics, and IT employees.

The Common Catalogue project is a cross sector project which involves working with health services across the state to roll out a single version of product and pricing information. This will have the following high level benefits:

- Minimises duplicate products.
- Reduces the number of calls/emails between health services and suppliers.
- Increases invoice pricing accuracy.
- Supports an easier transition to electronic data interchange (EDI).
- Supports faster transition for HPV contracts.
- Up-to-date pricing schedules uploaded by HPV for HPV contracts.
- Better data accuracy leads to improved data analysis.

### Specific Duties and Responsibilities

#### Common Catalogue Project Assistance

- Understand the change approach and challenges for the project in order to determine the appropriate response and provide assistance.
- Coordinate change activities across the project, ensuring timely engagement with health services.
- Assist with the creation of documentation, project schedules, and associated business communications.
- Contribute to the change management strategy and supporting plan.

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- Perform change readiness assessments for participating health services and document identified requirements for change implementation. This will include health service participants who need to take part in change management activities including communications and training.
- Maintain the change management strategy/plan and ensure that it remains up to date and in line with organisation deliverables.
- Contribute to the creation of training and communication plans and material specific to health services which help support the implementation of any required changes for the Common Catalogue project.
- Liaise with internal and external stakeholders impacted by the project and coordinate change management activities including meetings, workshops and training sessions to support project deliverables.
- Contribute to the successful delivery of the Common Catalogue project through the provision of support to relevant stakeholders involved in change management activities.

## Change Management

- Support the Change Manager in the development of change management tactics to drive adoption of project deliverables.
- Perform stakeholder management tasks such as preparation of stakeholder maps.
- Lead resistance management activities such as force field analyses with stakeholder groups.
- Engage with health services and internal stakeholders to identify and document existing processes and business requirements aiding in the implementation of the project.
- Consult with internal and external stakeholders to understand the change required to be implemented in order to successfully deliver the benefits of the project.
- Coordinate sessions with health services to assist the Change Manager to walk through the Common Catalogue solution, with an aim to identify potential technology and people changes.
- Perform change readiness reviews and change and engagement surveys.
- Prepare regular reports to the Common Catalogue Steering Committee updating progress, and updating risks and issues to meeting the project deliverables.

## Training

- Assist with the training needs analysis to inform the creation of fit for purpose training materials
- Work with project team members to document procedures, guidelines, tools and create document templates to support the delivery of project benefits.
- Coordinate and support training activities which are tailored to the health service and will support sustained change.

## Stakeholder Engagement & Communications

- Act as a link between the project and end users impacted by the project.
- Regularly engage with key stakeholders who will be impacted by the project and internal stakeholders who support the project.
- Assist with stakeholder analysis to identify the influence, importance and level of contributions required, and utilise change management methodologies, to engage and motivate stakeholders during and after implementation.
- Ensure materials and communication are fit for purpose and tailored to the end user.

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- Contribute to the communications strategies, supporting the Change Manager, HPV Communication Manager and Customer Engagement team to ensure alignment of messaging to the schedule.
- Contribute to and deliver communications as directed, to internal and external stakeholders
- Assist with the maintenance of the knowledge repository for change management assets, thought leadership and tools.
- In conjunction with the Change Manager, support health service stakeholders across all aspects of change management (including impact assessments, workforce transition, assessing and increasing business readiness, training and communications).
- Maintain a current view of change management activities across the project.
- Contribute to the monitoring of quality, consistency and outcomes from change management activities and incorporate ongoing improvements in consultation with the Change Manager.
- Review all communications to ensure they are consistent with the project narrative.
- Under the guidance of the Change Manager, monitor and maintain the stakeholder plan, impact assessment, issues and risks log.
- Gather and document feedback on health service change activities.
- Assist with the running of any specific health service change impact assessments (e.g. readiness assessments, health checks, etc.).
- Assist with the coordination and set up of change management forums and meetings.

## Management

- Contribute to the Data and Systems Division and broader HPV team through participation in formal meetings and other activities as required
- Perform senior management responsibilities as required
- Comply with relevant financial and non-financial authorities outlined in the Delegations of Authority instrument.
- Support and develop open and transparent lines of communication with Executive Leadership Team (ELT) and Senior Leadership Team (SLT) members including participating in individual and divisional meetings, and by email and other regular interpersonal communication.
- Identify relevant opportunities and make recommendations for HPV to improve its processes, workplace health and safety, and quality and service delivery outcomes
- Assist to recruit, interview, select, and hire new employees where relevant and support new employee on-boarding, induction and development planning as required
- Provide direct management support to employees on matters relating to their employment including but not limited to training, leave and complaints
- Deputise for the Change Manager if and when called upon to do so
- Undertake other tasks or responsibilities as agreed with the Director Data and Systems, or Change Manager from time to time

## Leadership

- Support development of a vision for the Data and Systems Division in line with the HPV Corporate Strategy which sets a clear strategic direction for employees, enhances their leadership capacity and capability, and enables them to deliver robust operational support and advice.

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- Foster a workplace culture that is consistent with HPV's organisational culture emphasising organisational values.
- Maintain strong lines of communication, both formal and informal, with SLT, ELT and key HPV stakeholders to ensure the smooth operation of the organisation.
- Support organisational change and growth as requested to assist HPV in fulfilling its legislative functions in line with its Corporate Strategy.

## HPV Values and Cross Functional Collaboration

- Establish and maintain strong working relationships with key individuals and groups across HPV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HPV's values.
- Represent HPV in appropriate forums to strengthen relationships and improve mutual understanding.
- Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- Uphold HPV values:
  - We are customer-focused; we focus on customer and patient outcomes
  - We keep it simple; we strive for efficient and effective ways to achieve our goals
  - We are collaborative; we work as a team toward common goals
  - We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
  - We inspire confidence; we do the right thing. We are open, honest and trustworthy

## Data Security

- Comply with HPV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the Change Specialist may be required to undertake other duties from time to time.

## Qualifications and Experience

### Academic

- Certification in change management methodologies preferred.
- Relevant tertiary qualifications in Commerce, Business, Psychology, Organisational Behaviour, Procurement, Project Management, or Communication

### Demonstrated

- Demonstrated experience in change management projects (preferred)

### Experience

- Strong organisational and project coordination skills with knowledge of and/or experience in standard project management methodologies
- Knowledge of change management theory and methodologies and proven ability to apply knowledge within project environments.
- Knowledge of and/or experience working within the health sector (desirable)

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- Experience in coordinating training programs and assisting with the development of associated materials.
- Demonstrated ability to work with a variety of stakeholders at all levels
- Proven ability to prioritise, schedule and perform work to meet deadlines, commitments and work within a team environment.
- Advanced skills (or the ability to acquire) in utilisation of the Microsoft Office Suite, in particular MS Word and PowerPoint.

## Personal

- Ability to work productively with time pressures while managing multiple tasks.
- Excellent interpersonal, consultation and negotiation skills, including the ability to work collaboratively, liaise effectively with a diverse range of stakeholders and to communicate effectively.
- Proven ability to exercise initiative, think creatively and adopt a proactive approach to problem solving.
- Strong oral and written communication skills.
- Strong attention to detail.
- Ability to work unsupervised and demonstrate reliability.
- Ability to maintain and respect confidentiality of the highest order.
- Able to comply with the inherent requirements of positions at HPV: of “good character” and a “fit and proper person” to perform the position; able to uphold the HPV Code of Conduct and the Code of Conduct for Victorian Public Sector Employees; able to perform the position without posing an unacceptable risk to the occupational health and safety of other workers, or to oneself; able to perform the functions or tasks that are necessary to achieve the outcomes of the position; free of conflicts or prejudices that would prevent one from performing the duties of the position in an impartial way.
- Willingness to travel including to rural Victoria as required and hold a full Victorian driver’s licence.