

Change Management Lead

Role Summary

In accordance with the Mission, Vision and Values, and strategic directions of Provincial Health Services Authority patient safety is a priority and a responsibility shared by everyone at PHSA. As such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

The Change Management Lead is responsible for supporting the Child Health BC Virtual Health's change management initiatives in order to meet the business, schedule and budget objectives. This role will focus on the people side of change – including changes to business processes, systems and technology, job functions and organization structures. The primary focus will be creating and implementing change management plans that minimize resistance among clinical users and maximize user engagement. Additional support will be required for project teams in integrating change management activities into their project plans.

Key Accountabilities

- Applies a structured change management approach and methodology for the people side change caused by projects, organizational changes, and other change efforts impacting the agency, partner health authorities, and other stakeholder organizations.
- Develops a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Initiates, cultivates, and maintains an effect change network of change champions within the agency, across partner health authorities, and other stakeholder organizations. Develops influence within the network and provides change related coaching, mentoring, and support to change champions.
- Identifies potential people-side risks and anticipates points of resistance, and develops specific plans to mitigate or address the concerns (identify resistance and performance gaps, develop and implement corrective actions).
- Conducts readiness assessments; evaluates results and presents findings in a logical and easy-to-understand manner.
- Develops in conjunction with other stakeholders a set of actionable and targeted change management plans – including communication plan, sponsor roadmap, coaching plan, training plan and resistance management plan.
- Supports the execution of plans by employee-facing managers and business leaders.
- Be an active and visible coach to executives and leaders who are change sponsors.
- Creates and manages measurement systems to track adoption, utilization and proficiency of individual changes.
- Creates and enables reinforcement mechanisms and celebrations of success.
- Works with project teams to integrate change management activities into the overall project plan.
- Works with Communication, Training, Human Resources and Organizational Development specialists in the formulation of particular plans and activities to support project implementation.
- Facilitates knowledge transfer from clinical staff to project team regarding clinical workflows and business processes.

For HR Use

Date Created: May 6 2019

Date Revised:

Job Code: E05089
Salary Range: 8

Qualifications

A level of education, training, and experience equivalent to a Master's degree in Organizational Development, Organizational Change, or Business Administration and seven (7) years of experience in leading change or technology change in a health care setting. PROSCI Certification or equivalent experience of change management principles and methodologies is an asset.

Demonstrated recent knowledge of the systems, culture and organizational systems intelligence in a health care organization. Demonstrated experience in leading change in a clinical setting. Demonstrated expert knowledge and leadership in Organizational Change. Demonstrated experience leading a team and fostering a respectful, motivating and supportive environment. Demonstrated expert knowledge in change theory and adoption principles and how these principles can be translated into implementation strategies to generate positive outcomes for patients. Demonstrated problem solving and root cause identification skills. Demonstrated ability to manage relationships and influence senior leadership. Demonstrated analytical and decision making abilities. Demonstrated knowledge of Lean or related process improvement principles. Demonstrated ability to see the "whole picture" in relation to the project. Proven ability to influence, engage, collaborate on and coordinate change activities successfully and positively across multiple organizations. Exceptional verbal and written communication skills. Familiarity with project management approaches and methodology. Experience with large scale organizational change efforts. Experience with strategic planning and tactics and problem solving and root cause analysis skills. Ability to influence others to move towards a common vision.