

VACANCY NUMBER: 000002819CG
JOB TITLE: CHANGE MANAGEMENT SPECIALIST, FT
STATUS: FULL TIME
DEPARTMENT: CORPORATE
LOCATION: WELLAND SITE
HOURS OF WORK: 75 HOURS PER PAY PERIOD

POSTING DATE: 19 September 2022
CLOSING DATE: 16 October 2022
UNION: NON UNION
WAGE RANGE: \$45.621 TO \$51.616 PER HOUR

POSITION OBJECTIVE:

Reporting into Strategy, Planning Engagement, this role will be responsible for leading organizational change arising from the implementation of a new Health Information System (HIS), the Ambulatory Strategy, and other strategic projects.

The Change Management Specialist will play a key role in ensuring the successful implementation of the Niagara Health Change Management strategy. The successful candidate will ensure project objectives for initiatives are met by developing and implementing supportive change management strategies & plans that imbed a culture of championing change. The Change Management Specialist will focus on our people, and will work in conjunction with other change agents across the hospital, providing direction to assigned change management resources and managing and supporting change resistance. They will need to work through and influence many stakeholders in the organization to succeed.

The Change Management Specialist will act as a coach for Niagara Health System (NHS) leaders in helping them fulfill their role as change agents. They will support project teams in integrating change management activities into their department/service project plans, and will provide direct support and coaching to front-line managers and supervisors.

Finally, as change is constant and not restricted to large scale projects, the Change Management Specialist will be responsible for designing change management education on a broad scale to increase the skills, knowledge, and understanding of how change affects individuals and what to expect.

RESPONSIBILITIES:

- o Create full-scale change management project plans and, and inform associated communications documents in partnership with the Senior Communications Specialist.
- o Develop and lead the implementation of the change management strategy, framework and tactical plan, using evidence-based change management methodologies and practices.
- o Based on the change being proposed, determine the best approach to implement changes given the hospital and/or department culture and requirements.
- o Support and coach NHS leaders, project team members and stakeholders to integrate and apply change management methodologies throughout project implementations.
- o Positively influence project managers and stakeholders to take action and accountability for change management within their assigned areas and across the program.

We are especially interested in connecting if you...

Value diversity, equity and inclusion;

Are excited about being part of a respectful and hard-working team in the beautiful Region of Niagara;

Identify as a member of one or more of the following groups: equity-seeking group, Indigenous persons, persons with disabilities, persons of diverse sexual orientations and gender identities and all others who may contribute to the further diversification of ideas.

Have background or expertise in the healthcare environment, supporting patient care and providing extraordinary customer-service

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, Niagara Health will provide accommodations through the recruitment process to applicants with disabilities. If selected to participate in the recruitment and selection process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.

- o Organize and oversee readiness assessments, gather stakeholder feedback and continually assess change management strategy impact.
- o Develop and deliver progress reports, proposals, requirements documentation, and presentations.
- o Evaluate change impact results and present findings in a logical and easy-to-understand manner, resulting in a set of actionable and targeted change management plans - including a communication plan, sponsor roadmap, stakeholders assessment, coaching plan, training plan, resistance management plan and post go-live user adoption monitoring and sustainability plan.
- o Create two-way communication forums and mechanisms to gather stakeholder feedback and input for consideration at all stages of the project e.g. kick-off, design, build, user acceptance testing and go-live, and to assess levels of stakeholder acceptance throughout the project.

SKILLS:

- o Exceptional presentation, facilitation, and communication skills - both written and verbal
- o Adaptability, flexibility, and high degree of resilience
- o Strong work ethic
- o Ability to work in large-scale and complex project team environment, with multiple and varied stakeholder groups
- o Draw upon expert level negotiation skills, and conflict resolution strategies, to work with external and internal stakeholders, obtaining buy-in and support to ensure the success of projects and achievement of win-win strategies for all parties
- o Excellent active listening skills
- o Ability to clearly articulate messages to a variety of audiences
- o Ability to establish and maintain strong relationships
- o Ability to influence others and move toward a common vision or goal
- o Flexible and adaptable; able to work in ambiguous situations
- o Resilient and tenacious with a propensity to persevere
- o Forward looking with a holistic approach
- o Organized with a natural inclination for planning strategy and tactics
- o Problem solving and root cause identification skills
- o Able to work effectively at all levels in an organization
- o Must be a team player and able to work collaboratively with and through others
- o Acute business acumen and understanding of organizational issues and challenges

QUALIFICATIONS:

- o 5+ years of experience in developing, implementing and leading Change Management plans for large-scale health information system and/or clinical transformation change initiatives required, 10+ years of experience preferred
- o An advanced understanding of how people respond to change and the change process
- o Experience and knowledge of change management principles and methodologies
- o Familiarity with project management approaches, tools and phases of the project lifecycle
- o Advanced MS office and other software tool skills required to develop effective presentations, communications and training/learning solutions
- o Advanced training and/or certification in a Change Management methodology is required
- o Redevelopment project experience considered an asset

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o Vaccines (COVID-19 and others) are an external hire requirement of the job unless you have an exemption based on medical or on a ground pursuant to the Ontario Human Rights Code.

Recruitment Specialist: Carrie Garritsen

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