



NON-CONTRACT ROLE DESCRIPTION

JD4454

ROLE TITLE:	Enterprise Change Management Consultant	ROLE DESCRIPTION NO.:	01713
DEPARTMENT:	Enterprise Change Management, People	HEABC REFERENCE NO.:	18721343
REPORTING TO:	Manager or Delegate	HSCIS CODE:	03099
CLASSIFICATION:	NCEM/Range 8A	JOB CODE:	03099JG

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Enterprise Change Manager, the Enterprise Change Management Consultant plays a key role in ensuring change initiatives meet strategic outcomes by focusing on the people side of change to increase employee adoption and usage. This role will support change initiatives affecting business processes, systems and technology, job roles and organizational structures, as well as shifts in mindset, critical behaviours and relationship structures. The Enterprise Change Management Consultant is responsible for supporting change initiatives as assigned by the Manager to be dedicated to support the local initiatives.

The Enterprise Change Management Consultant works closely with Island Health operational and program leaders, as well as key stakeholders, both internally and externally, to identify needs and opportunities for change management. This role will enable the achievement of strategic project outcomes by assessing the risk and impact of the change, creating and implementing change management strategies to maximize employee adoption and usage, and minimize resistance. The role will strive to affect and encourage adoption, increase utilization of and proficiency with relevant changes that impact employees, increasing benefit realization, value creation, return of investment and the achievement of results and outcomes.

The Enterprise Change Management Consultant works directly with Senior Leadership to help them be active and visible change sponsor(s). This role directly supports all levels of Managers and Supervisors, coaching and guiding leaders as they navigate the change and transition with their direct reports. The Consultant role is an integral part of the of various Island Health project teams, integrating change management activities into the project plans. The Enterprise Change Management Consultant fosters the development of multi-stakeholder, multi-sectoral groups that work collaboratively to identify and take action on priority issues and initiatives within their communities.

Travel may be a requirement of this position. Transportation arrangements must meet the operational requirements of Island Health in accordance with the service assignment and may require the use of a personal vehicle; and valid BC Driver's License.

DUTIES AND RESPONSIBILITIES:

1. In collaboration with key leaders, stakeholder groups, and corporate services, coordinates and facilitates change management processes, in accordance with Island Health's values and leadership accountabilities.
2. Develops and implements change management activities in line with the Enterprise Change Management methodology (e.g. developing communication and engagement plans, conduct impact and readiness assessments, create and implement change management strategy).

3. Understands project management methodologies (e.g. developing project charters, work breakdown structures, schedules and work plans, engagement plans, monitoring and reporting activities), and works collaboratively with project team/project lead(s) to integrate change management and project management activities.
4. In collaboration with program Manager, engages stakeholders through a collaborative approach to planning, implementing and sustaining change initiatives. Works with all key groups (e.g. Island Health community programs, Division of Family Practice, Island Health Corporate Supports, Professional Practice Office, Process Improvement, IMIT, Planning and Community Engagement, etc.), patients, physicians, other providers and other external stakeholders throughout change processes.
5. In collaboration with the program Manager, provides change management recommendations, coaching and support for change leaders, staff and others within Island Health clinical programs.
6. Fosters and facilitates relationship building, networking, and collective development to advance shared priorities across all stakeholder groups.
7. In collaboration with program leadership, supports community development initiatives by focusing on motivating, mobilizing and supporting the people, as well as patient and community engagement initiatives that advance innovative models of care. Advises, consults, and supports Island Health leaders, staff, community groups and other partners on community development approaches to service delivery and program planning.
8. Builds capacity through knowledge exchange and knowledge translation activities with a variety of operational leaders, staff and external stakeholders.
9. Supports a culture that embraces quality improvement, psychological safety and change leadership to achieve improvements in health outcomes.
10. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Master's degree in health-related field such as health sciences, nursing or medicine, or social sciences. Minimum five (5) years experience working in a health care environment with recent, related experience in project or change management, strategic planning, and patient and community engagement. Change Management certification is an asset.

Skills And Abilities

- Excellent interpersonal skills, along with the capability of providing leadership to a team and collaborate with a variety of stakeholder groups.
- A solid understanding of how people go through a change and the change process.
- Proven ability to create and implement change management strategies and plans that maximize employee adoption and usage and minimize resistance.
- Experience and knowledge of change management principles, methodologies and tools. Knowledge of current theories and practices of change management is a strong asset.
- Exceptional communication skills, both written and verbal, coupled with the ability to write or edit high quality business documents (e.g. master project plans, risk management plans, communication plans, progress reports, etc.).
- Ability to demonstrate and speak to the value of change management, including the benefits to overall project health.
- Understanding or experience with project management tools, methodologies and templates to effectively plan, prioritize, and manage projects in a set time line, and to track and report progress. Ability to integrate change management plans with project plans.
- Experience leading and facilitating large scale change with multiple stakeholders.

Demonstrated effectiveness in building partnerships with health professionals, family physicians, patients and

- community groups/programs/services in diverse communities.
- Understanding of health care system and demonstrated ability to provide progressive and innovative approaches to service delivery and program issues.
- Demonstrated expertise in facilitation, consensus building, networking, and liaising between multiple stakeholders.
- Demonstrated awareness of cultural safety and supports processes that lead to greater cultural safety throughout the continuum of health services.
- Understanding or experience in facilitating qualitative improvement processes (e.g. Patient Journey Mapping, LEAN design) and ability to develop an environment where quality improvement principles are fostered.
- Ability to teach using adult learning principles.
- Knowledge and experience with Microsoft Office Suite, internet, and e-mail systems.
- Physical ability to perform the duties of the position.