

## NON-UNION

REFERENCE#: 22-NON-UNION-82082

**Applications will be accepted until 11:00pm on 2022 July 13**

**Title:** Change Manager

**Department:** LUMEO RHIS Project

**Hours of Work:** Temporary Full-Time Position

**Hourly Rate:** \$35.99 - \$43.18 per hour

**Union:** Non-Union

**Location:** Virtual (with some regional travel)

### DESCRIPTION:

The six health-partners in the South East region recognize that to achieve person centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the health-partners and the region. Lumeo, a regional Health Information System will support a one person, one system, one experience vision identified by the partners' clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six health-partners, connecting the personal health information into a single cohesive story and reducing the variability of care provided.

As a member of the Transformation and Adoption Team, the Change Manager is responsible for coordinating and implementing change management engagement tactics at a local level. The Change Manager will work alongside a Project Manager that is assigned to one of the six partner health care organizations to support Lumeo's Change Management Plan. The Change Manager will be required to ensure tools, tactics, and other deliverables designed and developed by the Transformation and Adoption Leadership Team are implemented within the health care organization they are assigned. Aside from deploying tactics at the local level, the Change Manager will also need to facilitate discussions to gather feedback from staff and providers at all levels within the organizations as means of evaluating progress within the Change Management Model.

### PRIMARY RESPONSIBILITIES & DUTIES:

#### Change Management Strategies

- Identifies engagement opportunities at the local level
- Utilizes local opportunities to support Change Management Strategies by implementing the tactics and tools that will support stakeholders through transition
- Manages stakeholders at a local level through consultation processes to determine ongoing readiness, adoption levels, resistance areas, change model progress, and ongoing discussions with Project Manager to identify risks and opportunities that the Transformation and Adoption team needs to be aware of

#### Communications Strategies

- Supports the execution of communication strategies required for Lumeo;
- Manages stakeholders at a local level through consultation processes to determine how communication strategies are being received or not received. Gather feedback on responses to communications and report back to Communications Lead

#### Education and Training Strategies

- Supports the execution of education and training required for Lumeo;
- Works with Project Manager and local resources to support execution of Lumeo Education and Training Plan

#### Relationship Management

- Manages local stakeholders through frequent interactions to build rapport and trust as they require open, honest feedback throughout engagements

#### Risk/Issue Management

- Identifies risks and issues at a local level that may impact change management progress. Provides Transformation and Adoption Director with risks and issues to support ongoing decision making.

## QUALIFICATIONS:

- Equivalent combination of education and experience
- Post-secondary education in communications, public relations, project management or event management preferred
- Certified Change Management Practitioner, preferred.
- 2+ years of progressive change management experience
- Experience implementing change management plans, communications plans, training plans, and other associate change management materials
- Experience working in a distributed environment with multiple decision makers
- Experience in health care
- Experience in customer relations
- Must possess understanding of change management
- Developing leadership skills
- Strong event/activity planning and coordinating ability
- Excellent time management
- Comfort with conflict (crucial conversations)
- Strong presentation and facilitation skills
- Excellent verbal and written communication skills; interpersonal and negotiation skills
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously
- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Willingness and ability to regularly travel to locations within the region as required
- Satisfactory criminal reference check and vulnerable sector search required.

## PHYSICAL REQUIREMENTS:

The applicant must be able to meet the physical demands of this position.

*We thank all applicants, but only those selected for an interview will be contacted.  
If you require an accommodation to fully participate in the hiring process, please notify the Recruitment Team*

***Please apply online at:***

<https://career5.successfactors.eu/sfcareer/jobreqcareer?jobId=82082&company=KGH>