

## Employee Position Description

Position Details				
<b>Position Title:</b> Change Support Officer	<b>Department:</b> People, Culture & Strategy	<b>Agreement:</b> Victorian Stand-Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026		
<b>Reports To:</b> Manager Safety, Wellbeing and Development	<b>Location:</b> All AccessHC Sites as required			
<b>Direct Reports:</b> Nil	<b>Employment Status:</b> Maximum Term - .8FTE until 30 <sup>th</sup> June 2025	<b>Classification:</b> Grade 3		
Position Primary Purpose				
<p>The Change Support Officer plays a key role in the administration and delivery of people change strategies, plans, initiatives and tools to effectively support our people’ wellbeing and engagement through a significant change agenda. With an immediate focus on the relocation of our people to newly developed sites, in addition to new ways of working, changes in our operating model and an upcoming merger, the Change Support Officer will report to the Manager Safety, Wellbeing and Development and work as part of the broader Change team.</p> <p>A key function of the role will be leading the administration of employee engagement software to pulse check our people’s wellbeing and engagement regularly throughout the year. This includes the collation and interpretation of data and delivering feedback and recommendations to leadership around change strategies, as well as supporting the implementation of tailored strategies for teams who need a tailored approach and response to the changes occurring.</p>				
Decision Making Authority		Key Relationships		
<b>Decisions made independent of Manager</b> <ul style="list-style-type: none"><li>As per the Delegations Policy</li></ul>		<b>Internal</b> <ul style="list-style-type: none"><li>Project &amp; Change Team</li><li>Merger Transition Team</li><li>Broader PC&amp;S team</li><li>All Leaders (Executive Team &amp; Senior Leadership Team and Management Team)</li><li>Specific project working groups</li><li>All Staff, volunteers and contractors</li></ul>		
<i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager’s directions when and as required, which may include completion of duties not listed in this document.</i>				
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		<b>External</b> <ul style="list-style-type: none"> <li>Employee engagement software vendor</li> <li>Change Management consultants</li> <li>Relevant training providers and consultants</li> </ul>
<b>Key Accountabilities</b>		
<b>Focus Areas</b>	<b>Responsibilities</b>	
<b>Change Support</b>	<ul style="list-style-type: none"> <li>Support the delivery of change management strategies across different departments and portfolios alongside Change team and broader leadership teams.</li> <li>Coordinate and support the identification of a change champion network.</li> <li>In collaboration with the Manager Safety, Wellbeing and Development support the coordination and delivery of learning and development programs to increase knowledge and ability of change.</li> <li>In collaboration with change team, support the delivery of innovative change and communication solutions that are relevant to organisational needs and change activities.</li> <li>Under the leadership of the Safety, Wellbeing and Development Manager, support leaders to help embed change within their teams and, in some cases, support project teams during the implementation of change initiatives.</li> <li>Administer a project and change close out approach for each location to allow for transition to business as usual</li> <li>Identify and manage risks and opportunities within the change program and escalate these appropriately.</li> </ul>	
<b>Data analysis, reporting and communication</b>	<ul style="list-style-type: none"> <li>Working with external vendors, lead the administration of our employee engagement software.</li> <li>Collate, interpret and analyse data from pulse surveys through employee engagement software. Provide feedback leaders and teams on areas of strength and recommendations on strategies for improved engagement and wellbeing.</li> <li>Develop meaningful reports and insights on employee engagement and wellbeing data to various audiences including Executive, Combined Leadership Team, relevant working groups and other identified communication channels.</li> </ul>	
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>Through actions and behaviour, demonstrate AccessHC Values of; <b><i>Equity, Collaboration, Integrity, Accountability, Innovation and Excellence.</i></b></li> <li>Ensure that matters, which have a degree of confidentiality and sensitivity, are dealt with, with integrity and diplomacy and empathy</li> </ul>	
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>Act in accordance with AccessHC's policies, procedures and code of conduct.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>• Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Act in accordance with health and safety policies and procedures at all times.</li> <li>• All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.</li> </ul>

Selection Criteria	
<p><b>Mandatory selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• International Police Check</li> <li>• NDIS Worker Screening Check – for risk assessed roles</li> <li>• Working With Children Check</li> <li>• Driver’s Licence -Preferred</li> </ul> <p><b>Key criteria selection items</b></p> <ul style="list-style-type: none"> <li>• Qualifications or experience relevant to the role such as in change management, employee engagement and wellbeing, project management or program support including a proven track record of supporting complex workplace environments</li> <li>• Proficiency in database or software management and administration, with an ability to collate, analyse and interpret data to provide meaningful insights to key stakeholders</li> <li>• Highly developed interpersonal and communications skills, with a strong ability to deliver messages to a range of audiences using a variety of means</li> <li>• Effective time management and well-developed presentation and report writing.</li> </ul>	<p><b>Attributes</b></p> <ul style="list-style-type: none"> <li>• We appreciate the difference each team member brings, and value a broad range of experiences coupled with a growth and learning mindset</li> <li>• Demonstrated ability to develop and maintain strong networks with internal and external stakeholders</li> <li>• Demonstrated experience in the preparation and delivery of documents, reports and presentations to a range of audiences</li> <li>• Act under own initiative and be able to respond flexibly and proactively in a changing and dynamic environment</li> <li>• Experience in Government, Health, Community or NFP sector (desirable)</li> <li>• Demonstrated behaviours consistent with AccessHC values and core capability framework</li> </ul>

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Access Health and Community (AccessHC) is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with lived experience of mental health and/or alcohol and other drugs (AOD) challenges, and those with diverse genders and sexualities.

At AccessHC, our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.

We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. AccessHC acknowledges the Wurundjeri Woi-wurrung people, who are the Traditional Owners of the land on which we work. We pay our respects to Wurundjeri Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people and we acknowledge that sovereignty was never ceded.

As a vaccine positive organisation, we encourage COVID-19 vaccinations and we require successful applicants to undergo a Working With Children Check, a Police Check and potentially an International Check and a NDIS Check may be required dependent on the position.

Authorisations	
<div>Employee Name:</div> <div>Signature: _____</div> <div>Date:    /    /</div>	<div>Manager Name:</div> <div>Signature: _____</div> <div>Date:    /    /</div>

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