

Position Description

POSITION DETAILS			
Position Title	Change Management Coordinator		
Reports to	Manager, Leadership Development and Organisational Cultural Change		
Business Function	Clinical Governance & Risk	Salary Band	Common Law
Direct Reports	0	Classification	Salary Band E
Indirect Reports	0	Location	Northern Territory

REPORTING RELATIONSHIPS	
Internal Key Relationships	ARRCS Executive, ARRCS Nursing and Professional Practice, ARRCS Clinical Governance & Risk, ARRCS Service Managers, ARRCS Clinical Managers, ARRCS Clinicians and Care Workers.
External Key Relationships	General Practitioners, Medical Specialists, Allied Health Professionals, University Partners.

OUR ORGANISATION
ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care and Disability Services, Mental Health support, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE
The ARRCS Change Manager Coordinator will work in partnership with the Manager, Leadership Development and Organisational Cultural Change to develop, facilitate, implement, and embed clinical, cultural and operational strategies to support ARRCS in ensuring we deliver 'person centred' care within our facilities.
This will be achieved through execution of change management principles and delivery of new staffing and care models across our facilities to set pathways of long term strategies for the care delivered to our residents and consumers.

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KEY RESPONSIBILITIES

Organisational Cultural change

- Develop and maintain positive working relationships with service and clinical managers, clinicians and care staff and other stakeholders including consumers and their advocates.
- Undertake a pre-evaluation of the project prior to launch and regular evaluation throughout, contributing to a final evaluation report.
- Utilise and/or obtain data that identifies the need for change to the model of care identified; collect and analyse data and employ PDSA cycling to implementation strategies.
- Assess and engage stakeholders in the models as the new way of working, using facilitation methods that enable the desire and need for change to be driven by the stakeholders.
- Facilitate workshops, group sessions, one to one interviews/coaching and other strategies to create buy-in and commitment.
- Collect and analyse feedback from stakeholders.
- Develop supporting resources as required and keep information up to date

Reporting, Administration and Documentation

- High level computer administration skills.
- Carries out own administrative tasks, including entering accurate case notes in a timely manner and maintaining files and statistics.
- Drafts and share comprehensive and detailed data and reports about project implementation and deliverables monthly.

Quality, Safety and Risk Management

- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety, and risk management system. Act in accordance with all relevant external legislation and internal ARRCS policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCS and assume responsibility for the delivery of the system through.
- Active participation in quality improvement activities.
- Actively participate in staff meetings
- Demonstrated knowledge of the Fire Safety and Evacuation Procedure
- Working knowledge of the ARRCS Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
- Be aware and comply with all Standards and Guidelines for Aged Care Services.
- Exercise due care and economy in the use of ARRCS equipment and supplies.

Personal Accountability

- Compliance with ARRCS's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Monitor and review progress and deliverables, project priorities, evaluate and adjust plans regularly throughout the project.

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- Work collaboratively with ARRCs employees and external stakeholders in accordance with ARRCs's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Qualifications and Experience

Essential

- Tertiary qualifications and or equivalent work experience in Change Management.
- Demonstrated experience in change management across an organisation and knowledge of change management principles and methodology including research and evaluation skills.
- Willingness to use technology to improve efficiency and outcomes.
- Experience in building and maintaining relationships with a range of stakeholders to support collaboration of activities to achieve positive shared outcomes.
- Experience in project evaluation with a demonstrated ability to assess a project based on objectives and report on its short, medium- and long-term outcomes.
- Demonstrated ability to respond and adapt to competing priorities whilst working unsupervised.
- A pro-active attitude and ability to support, guide and mentor others in the workforce.
- Ability to travel and work across multiple services within the Northern Territory.

Desirable

- Experience in group facilitation and coaching
- Experience in the delivery of aged care services and knowledge of the aging population needs particularly in rural and remote communities.
- Willingness to learn and utilise practice development methodology to achieve cultural change.

Mandatory Requirements

- NDIS Worker Screening Check
- Current Influenza Vaccination
- National Police Check – Dated within 3 months.

Duties Statement

Position Description

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your manager or the ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.