



Providence Living
Honouring every life story

INTERNAL & EXTERNAL POSTING

**DO NOT
REMOVE
POSTING**

Posting: 002N23
Status: Temporary Full Time (34 Month Contract)
Classification: Change Management Leader
Work Area: Providence Living – This position will be required to travel back and forth (up to 40%)
Effective & End Dates: February 13, 2023 to December 12, 2025
Hours: 08:30 - 16:30; Monday - Friday
Salary: \$70,000 - \$87,000 Per Year

JOB SUMMARY:

Providence Living is a newly created non-profit Catholic-sponsored health care organization focused on long-term care, assisted living, housing, and other community services to support seniors and their family members. We are committed to re-imagining the experience of seniors, especially those living with dementia, and to creating communities and fostering a culture where seniors are empowered to make decisions that affect their quality of life.

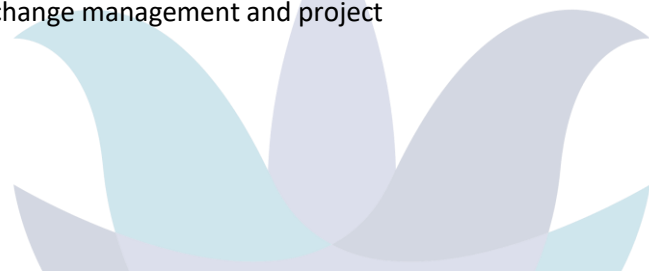
Within the context of a person-centred model of care and, in accordance with the mission, vision, values, and strategic directions of Providence Living, a Catholic-sponsored, faith-based, health care organization focused on long-term care, assisted living, housing and other community services to support seniors, their family members, and caregivers, the Change Management Leader, promotes a safe, respectful, and civil environment for our seniors, their families, visitors, and for staff.

Reporting to the Senior Clinical Project Manager, the Change Management Leader is responsible for supporting leadership and their teams to action change initiatives and enable the adoption of improvements. The role is accountable for the planning, development, implementation and evaluation of change management strategies and initiatives at Providence Living for projects such as the Home for Us Model of Care transformation, and for ensuring these initiatives are integrated with the overall project. A key enabler for excellence in care and service, the Leader applies change management, communication, presentation, facilitation, conflict management and interpersonal skills, including developing related education and training programs. Also builds networks and alliances to ensure the successful adoption of changes in practice, knowledge, and skills.

ROLE RESPONSIBILITIES:

1. Provides change management leadership for projects by applying a structured methodology and change management tools and processes to support adoption of changes. Consults with relevant stakeholders to identify and assess the requirements for a successful change including the necessary resources critical for adoption.
2. Assesses the impact of initiatives from a change management perspective including assessing change readiness. Identifies interdependencies both internal and external to Providence Living to ensure input is gathered and considered in the planning and execution of projects.
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 leads/teams to integrate change management and project management activities.

Providence Living Society
Human Resource Services
(778) 736-1250 | HR@providenceliving.ca



4. Maintains and applies expert knowledge to develop education and training strategies, programs, and initiatives. Leads the development and effective use of standardized training and change management Change Management Leader (R8; ERG2) Page # 2 April 2022 processes, tools, resources, and materials including modeling and mapping processes and tools, online resources, etc.
5. Delivers education and training and provides coaching to leaders to support their capacity for change integration. Implements training and change management initiatives to ensure all care teams have the skills for successful transformation including providing training and mentoring to key staff who are responsible for integrating changes and improvements at the operational level.
6. Identifies and promotes communication and engagement strategies and action plans to ensure the expeditious addressing of issues and barriers to completion and to maximize the likelihood of sustained success beyond project completion.
7. Defines and measures success metrics and monitors change progress in consultation with operational leaders and other stakeholders. Advises project leadership of any critical or emerging issues and provides coaching and support to manage anticipated resistance.
8. Builds networks and fosters relationships to help advance shared priorities across all stakeholder groups and to ensure various change initiatives are coordinated and aligned.
9. Collaborates in the completion of business cases, operational reviews, needs assessments, and environmental scans to ascertain viable objectives, directions, and options.
10. Performs other related duties as required

QUALIFICATIONS:

Education, Training and Experience:

Bachelor's Degree in a Health-related discipline or in Business Administration or a related field plus a minimum of five (5) years' recent, related change management experience including experience involving complex, multi-disciplinary projects and a range of stakeholder groups, or equivalent education, training, and experience.

Skills and Abilities:

- Demonstrated knowledge of and ability to implement change management methodologies, processes, and tools.
- Demonstrated knowledge of project management principles.
- General knowledge of current health care issues and trends.
- Demonstrated ability to lead and facilitate large scale change with multiple stakeholders including ability to influence others and move towards a common goal or vision.
- Demonstrated understanding of the interdependency of organizational systems and processes and the need to consult multiple stakeholders in formulating plans and solutions.
- Expertise in facilitation, consensus building, networking, and liaising with multiple stakeholders.
- Excellent active listening skills.
- Effective oral and written communication skills including a demonstrated ability to develop communication strategies and education and training materials.
- Demonstrated ability to work independently and with others to achieve organizational objectives.
- Demonstrated ability to use a variety of office software such as Microsoft Office (Outlook, Word, Excel, PowerPoint, and Project).
- Physical ability to perform the duties of the position.

This posting will remain open until successfully filled. Please apply in writing to the Department of Human Resource Services. Applications and resumes may be submitted through hr@providenceliving.ca

Thank you.

Human Resource Services

DATE: January 19, 2023