



**Providence Living**

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POSTING**

**INTERNAL & EXTERNAL POSTING**

**Posting:** 016N23  
**Status:** Full Time (Term Contract)  
**Classification:** Change Initiatives Specialist  
**Work Area:** Providence Living – This position will be required to travel back and forth (up to 40%)  
**Effective & End Dates:** October 2023 – September 2025  
**Hours:** 08:00 - 16:00; Monday - Friday  
**Salary:** \$73,000-\$83,000 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-centered 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 Initiatives Specialist, 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 Initiatives Specialist acts as a resource for clinical staff in navigating changing practices and initiatives at Providence Living (PL). This role is an integral part of project teams (such as the Home for Us Model of Care transformation) and works to ensure the successful and sustainable integration of change management activities into project initiatives by acting as a key liaison between project teams and clinical staff directly involved in or impacted by the changes. Gathers and shares feedback with Project and Change Leaders to inform modifications to processes, change management strategies, and training curriculum. Works with the Change Management Leader in coaching and mentoring affected staff, and to develop, implement and facilitate formal and informal education and training. Liaises internally and externally to coordinate project activities and initiatives.

**ROLE RESPONSIBILITIES:**

1. Works with the Change Management Leader to apply a structured methodology and to support change management activities that are integrated with project plans, goals and objectives including identifying stakeholders who are key to a successful change transformation.
2. Collaborates with the Change Management leader, Manager, Clinical Excellence and Program Education (PHC) and Leader of Quality of Life and Resident Experience (PHC) to develop and implement training plans that address the challenges and issues resulting from change initiatives and that support staff in the development of their skills, knowledge, and behavior to help ensure the adoption of

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changes.

3. Collaborates with Manager, Clinical Excellence and Program Education (PHC) and determines specific education/training requirements through assessment and validation of individual and group knowledge/skills gaps and learning needs, alignment with strategies for growth and learning for staff, and development of a shared approach to navigating and managing concerns. Change Initiatives Specialist (R7; ERG2) Page # 2 April 2022.
4. Works with the Change Management Leader and Manager, Clinical Excellence and Program Education (PHC) to implement and facilitate change management education and training for staff across clinical and support services, identifying and evaluating outcome indicators, and updating and revising training materials to incorporate feedback as needed.
5. In partnership with clinical and operational leadership, creates and co-leads forums for staff engagement to identify challenges and concerns, and supports and facilitates idea generation and problem solving to address barriers to adoption.
6. Coordinates and schedules timely education sessions and activities. Maintains records and/or databases of change management and training programs and activities including attendance. Documents processes, evaluations and feedback and provides regular updates to the project team to ensure improvements to education and training efforts are incorporated.
7. Assists in assessing and evaluating staff performance in relation to the education and training provided. Identifies ongoing gaps in knowledge, skill and process and works with the Change Management Leader and the project team to address any issues through further education, training and coaching and mentoring.
8. Provides regular updates to the Change Management Leader and the project team. Prepares written and oral reports and assessments on education and training activities as part of the continuous improvement process including identifying and analyzing challenges, issues or barriers requiring attention, considering potential solutions, and working to resolve or escalate as required.
9. Participates in project initiatives as a project member. Establishes positive working relationships and works collaboratively with project teams and stakeholders, providing support to ensure change initiatives are coordinated and aligned. 1
10. Works alongside practice and clinical specialists to review policies, procedures, and reference materials to make recommendations that support successful implementations and enable change transformations.
11. Performs other related duties as required.

#### **QUALIFICATIONS:**

##### **Education, Training and Experience:**

Bachelor's Degree in the area of health or business administration or organizational development plus three (3) years' recent, related experience in change management, project management and/or organizational development, or an equivalent combination of education, training, and experience. Experience in group facilitation, education and quality improvement is preferred. Knowledge of the health care system would be an asset.

##### **Skills and Abilities:**

- Demonstrated knowledge of change management methodologies, tools, and processes.
- Demonstrated understanding of project management principles.
- Demonstrated ability to identify learning needs and develop education programs.
- Demonstrated ability to provide and/or develop resource materials including training materials. Change Initiatives Specialist (R7; ERG2) Page # 3 April 2022.

- Demonstrated ability to coach and mentor others through various change initiatives including clinical and operational transformations.
- Strong facilitation and consensus building skills.
- Effective oral and written communications skills.
- Demonstrated ability to work with interdisciplinary teams to achieve organizational change.
- 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](mailto:hr@providenceliving.ca)

Thank you. Human Resource Services

DATE: October 20, 2023