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| **Key Position Information** | | | | |
| **Job Title**  Program Change Manager | | **Reports To [Position Title]**  Transformation Director | | |
| **Department Name**  PMO | | **Department Code** | | **Cost Centre** |
| **Work Area [Shared Services, Operations]**  Shared Services | | | **Work Area Code** | **Initial Work Location**  619 St Kilda Rd, Melbourne |
| **Enterprise Agreement [EA]**  Yes  No | **Name of Enterprise Agreement**  No Agreement | | | **Classification [per EA]**  N/A |
| **Incumbent** | | | **Job Description**  New  Updated | **Date Effective**  July 2024 |

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| **Primary Purpose of Job** |

Why does the job exist? This statement should encapsulate the overall significance of the job from Jewish Care’s point of view.

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| Jewish Care Victoria (JCV) has embarked on a major transformation program, Better Together, to provision an optimal structure for the organisation to best deliver on our mission and strategy, enabling improved service delivery and engagement with our clients for future growth. As part of mobilising the new structure and operating model, JCV requires a Project Management Office (PMO) with the primary purpose of enabling successful delivery of the Better Together transformation program scope and realisation of benefits.  Reporting into the Transformation Director, the Program Change Manager role will support the PMO and work with Project Sponsors and Leads to deliver key strategic programs/projects focused on organisation and digital transformation. The Program Change Manager will utilise previous subject matter expertise and relevant industry experience to design, develop, implement and manage change deliverables that enable impacted stakeholders to successfully transition from current to target state across the Better Together transformation program.  The primary duties and responsibilities of the Program Change Manager are outlined in the *Key Accountabilities and Responsibilities* section. |

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| **Dimensions** | | | |
| **Direct Reports**  0 | **Indirect Reports**  0 | **Budget Financial Responsibility**  TBA | **Delegated Financial Authority**  TBA |

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| **Role Balance** | | |
| **People** – **percentage** of time getting things done through others  40 | **Scheduling** – **percentage** of time planning, coordinating  20 | **Technical** – **percentage** of time delivering based on knowledge and skills  40 |

| **Key Result Area (KRA)** | **Key Accountabilities and Responsibilities**  *Accountable = “The buck stops here” Responsible = “The doer”* |
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| **Jewish Care Values** | * Acts consistently in accordance with Jewish Care values, challenge practices inconsistent with these values and uses values as a basis for managing relationships and decision making. * Adhere to the organisation’s practice and behavioural guidelines in relation to the appropriate treatment of children. * Adhere to the organisation’s Code of Conduct. * Report any suspicions, concerns, allegations or disclosures of alleged abuse to management. |
| **Change Management** | * Responsible for the design, development, implementation and management of change deliverables that will enable impacted stakeholders to successfully transition from current to future state. * Perform stakeholder analysis and mapping in accordance with the program scope: * Identify stakeholders and the preferred channels for strategic program communications. * Manage and monitor key stakeholder engagement to ensure buy-in and remove any barriers to adoption. * Conduct training needs analysis and support the uptake and transfer of new capabilities and knowledge to JCV. * Develop a Change Management and Communications Plan that clearly articulates:   + The planned program change management activities.   + Communication activities to key stakeholders, including frequency, messages, channels and audience.   + The change success measures and criteria to monitor progress. * Establish the appropriate change network and business readiness forums in accordance with the Change Management and Communications Plan to support the following:   + Plan and manage business change activities.   + Provide regular updates and working sessions related to program activities or facilitated discussions.   + Conduct detailed change impact and risk assessments (across people, process, technology and operations), identify the interventions and partner with the Sponsors and Leads to execute business readiness activities.   + Identify, analyse and prepare risk mitigation tactics and actions.   + Lead key activities associated with progressing JCV through the business changes and transition from current to target state. * Ensure that changes are sustainable and effectively embedded across JCV. |
| **PMO / Program Delivery Support** | * Identify and document program or project risks and issues and develop effective mitigation strategies. * Ensure appropriate planning and monitoring to track program/project progress. * Lead project and change management teams through robust processes, tools, training and implementation support. * Provide project delivery services and support. * Ensure templates and other project artefacts that assist with current and future project delivery are captured and shared. |
| **Stakeholder Management** | * Identify key stakeholder groups and build trusted relationships. * Provide information and communications to key stakeholders and ensure PMO services and expectations are aligned. * Find innovative solutions to resolve stakeholder issues and barriers. * Ascertain stakeholder’s organisational context to ensure outcomes are achieved. |
| **Team Member** | * Perform and complete tasks on time, on budget and in accordance with expectations. * Collaborate and work effectively with leaders, teams, stakeholders and peers. |

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| **Key Relationships** | |
| **Internal** | * People and Development. * Executive and Senior Leadership Teams. * Project Sponsors and Teams. |
| **External** | * External vendors. |

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| **Values** | |
| Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values: | |
| ***Derech Eretz:* Respect** | Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society. |
| ***Kehilla*:  Community** | Working together to strengthen our community, to build and support the capacity and resilience of individuals and families. |
| ***Hachlala*:  Inclusion** | We embrace diversity and work together for a just and equitable society. |
| ***Achrayoot Chevratit*: Social Responsibility** | Behaving ethically, with sensitivity and acting in the best interests of all. |

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| **Role Required Capabilities** | |
| **Skills**  (the technical skills to do the job at a high level of accomplishment) | **Essential:**   * A minimum of 10 years’ experience in change management or a related field. * Experience with complex multi-disciplinary organisational transformation and change efforts. * Experience and knowledge of change management principles, methodologies and tools. * Exceptional communication skills, both written and verbal. * Excellent active listening skills. * Ability to clearly articulate messages to a variety of stakeholders. * Ability to establish and maintain strong relationships. * Ability to influence others and move towards a common vision or goal. * Flexible and adaptable, able to work in ambiguous situations. * Resilient and tenacious with a propensity to persevere. * Forward looking with a holistic approach. * Problem solving and root cause identification skills. * Able to engage and work effectively at all levels. * Familiar with project management frameworks. * Ability to work at high speed, multi-task, and manage parallel work streams. * Strong initiative and a 'can do attitude'. |
| **Knowledge & Qualifications**  (the specific qualifications required and knowledge fields are ideally required of the incumbent) | **Essential:**   * A bachelor’s degree in business, related field or an MBA.   **Desirable:**   * Change management certification desired (Prosci ADKAR). |
| **Experience**  (the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context) | **Essential:**   * Demonstrated experience to lead the design, development, implementation and management of change deliverables that will enable impacted stakeholders to successfully transition from current to future state across JCV. * Demonstrated experience with complex multi-disciplinary organisational restructures and change efforts. * Demonstrated experience and knowledge of change management principles, methodologies and tools. * Leading and engaging teams. * Strong internal stakeholder management at all levels. * Understanding of Health and Aged Care, Community or Disability sectors. |
| **Wisdom**  (the sensitive tasks that require good judgement) | * Establishes and maintains relationships with people at all levels and builds trust through consistent actions and communication. |
| **Valuing**  (the type of work someone undertaking this role would need to value) | * Committed to actively seeking to meet customer needs and delivering high quality outcomes on time and on budget. |
| **Pre-Requisites** | * Australian Police Check. * International Police Check (where relevant). * Commitment to providing professional and safe services to all residents and clients, including children and young people. * Commitment to creating an environment to ensure our clients are safe and free of abuse, neglect, violence and preventable injury. * Unrestricted right to work in Australia (Visa evidence required). |

**Employee Acknowledgement**

**Please sign and date to acknowledge you have read and understood this position description.**

Name:

Signature:

Date:

**A signed copy of the position description must be returned to:**

**People & Culture at 619 St Kilda Road, Melbourne VIC 3004 or** [**HR@jewishcare.org.au**](mailto:HR@jewishcare.org.au)

[cid:rainbowflag_508efbe0-ec06-41db-a233-4b97e358b2f6.png](https://www.jewishcare.org.au/page/about/diversity-and-inclusion)**Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community.**

**Jewish Care acknowledges Aboriginal and Torres Strait Islanders as the Traditional Custodians of the land on which we live and work. Our services and supports are provided on the lands of the Wurundjeri and Boonwurrung people, and we deeply respect and honour their ongoing cultural and spiritual connection to land, waters and community.**

**Jewish Care is an accredited Safeguarding Children organisation. The welfare and safety of all children and young people is a priority.**