



Directorate: ACT Health Directorate
Division: Digital Solutions Division
Branch: Office of the Chief Information Officer
Section: N/A
Position Title: Senior Director, Change and Communications
Position No: PXXXXX
Classification: Senior Officer Grade A
Location: Phillip, ACT
Reports to: Chief Information Officer

DIRECTORATE OVERVIEW

The ACT Health Directorate (ACTHD) is responsible for the stewardship of the health system in the ACT. ACTHD provides a strong policy and population health capability based on a foundation of world-leading health and medical research.

ACT Health Directorate develops strategies and sets the direction to ensure that services meet community needs and expectations, deliver improved health outcomes, and ensures that the health system is innovative, effective, and sustainable now and in the future.

DIVISION OVERVIEW

The Digital Solutions Division (DSD) is led by the Chief Information Officer (CIO) who provides high-level leadership, management and strategic advice in relation to technology services and capabilities across the ACT public health system. The Digital Solutions Division is responsible for the:

- development, implementation and support of the Digital Health Strategy.
- management of technology services and projects
- the development and implementation of a performance reporting framework
- statutory and intergovernmental reporting requirements
- management of the relationship and services delivery by technology vendors including Digital, Data and Technology Solutions.
- development, implementation and maintenance of technology policies and procedures.
- Information management and information security.

POSITION OVERVIEW

The Senior Director, Change and Communications is responsible for the development and implementation of organisational change, communication and engagement strategies and activities for Digital Solutions Division.

This position requires a leader with a strong, considered and engaging people focus to successfully deliver and drive a culture of respect and a desire to achieve customer service excellence. The ideal candidate will possess an innate ability to draw on the right skills in a contextually and environmentally appropriate manner, align team performance and develop capacity to achieve organisational objectives. Model commitment to continual learning, encourage ongoing development, and engage the right people to the right roles.

WHAT YOU WILL DO

The Senior Director Change and Communications reports to the Chief Information Officer and is responsible for the strategic planning, development, execution and monitoring of organisational change management plans and activities including communications, stakeholder management and staff wellbeing and engagement for the Digital Solutions Division.

The key deliverables, undertaken under limited direction, include but are not limited to the following:

- Develop, Plan and Lead the organisational change management strategies and activities to support adoption of organisational changes required across Digital Solutions Division
- Support the development and implementation of project or program stakeholder engagement strategy and communications plan.
- Lead the development, implementation and review of change management and communications plans and strategies to ensure the successful implementation of larger projects.
- Provide high level advice and support to the Chief Information Officer, Executive Branch Managers and other senior management and staff in the execution of projects and programs that require significant clinical and/or business change.
- Engage and influence key internal and external stakeholders and build and maintain effective networks and relationships to achieve the change management objectives.
- Undertaking other duties appropriate to this level of classification that contribute to the Directorate.

SELECTION CRITERIA

1. Strong leadership and management skills including the ability to lead organisational change in a complex stakeholder organisation.
2. Extensive experience in the development and implementation of targeted communications to achieve a desired outcome.
3. Excellent written and oral communication skills and demonstrated experience in the development of a range of documentation including articles, reports, briefs, plans and submissions.
4. High level organisational skills with a proven record for achieving business outcomes working as a part of a team with a wide range of stakeholders including clinicians, executive, administration staff and consumers.
5. Demonstrates a commitment to work, health and safety (WH&S) and displays behaviour consistent with the ACT Public Service Values and Signature Behaviours.

QUALIFICATIONS AND EXPERIENCE

Desirable

- Undergraduate or postgraduate qualifications in change management or communications/media/journalism.
- Previous change management experience within a healthcare setting.
- Previous experience in change management and/or communications.

Personal Attributes

- Exceptional stakeholder management and communication abilities, with an ability to develop and maintain positive working relationships to achieve the required outcomes.
- Adaptability and flexibility to accommodate change and provide responsive services to meet clients' and management needs.

JOB REQUIREMENTS

- Undergo a pre-employment National Police Check
- This role requires you to obtain and maintain an Australian Government NV1 security clearance, which will be sponsored by the ACT Health Directorate. In order to be eligible for an NV1 security clearance, you must be an Australian citizen. If you are not successful in obtaining a Security clearance, your employment in the role will not commence. If already commenced, your employment will be terminated.