



Position Description

Position title:	Change Programme Manager (CPM)	Date:	February 2025
Reports to:	General Manager	Department:	Senior Leadership Team
Number of reports:	0	Location:	Wellington Hospital
Delegated financial authority:	TBC	Budget ownership:	Yes/No
Level of influence:	Leading self Leading others Leading leaders Leading the Organisation		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

Lead the programme of change projects across the hospital, including the associated project governance, stakeholder engagement and communication. Ensure that projects meet their objectives on time and on budget, are aligned with the hospital's strategic and business plans, and enable positive organisational culture and change management implementation activities. Support and collaborate closely with the General Manager, SLT, and project teams to integrate change activities seamlessly into day-to-day operational requirements.

Key Relationships

Internal

- General Manager
- Senior Leadership Team
- Project Teams
- People and Culture
- All hospital team members
- National support office resource teams

External

- External Auditors
- Vendors, external suppliers, and contractors
- Professional networks
- Regulators
- Credentialed medical practitioners.

Key Accountabilities

Change Management Strategy and Planning

- Lead and manage current and upcoming change projects, ensuring alignment with business plan goals and strategic goals.
- Develop project plans, timelines, and budgets, and monitor progress to ensure successful project delivery.
- Develop and implement comprehensive change management strategies and plans that align with the hospital's business plan and strategic goals.
- Conduct impact analyses, assess change readiness, and identify key stakeholders.
- Define and measure success metrics and monitor change progress.

Programme Management and Project Governance

- Develop and maintain project governance frameworks, systems and tools.
- Collaborate with Senior Leadership Team to ensure project governance is embedded positively.
- Manage the programme of change projects across the hospital working closely with stakeholders to ensure integration of changes.

Stakeholder Engagement and Communication

- Engage and consult with key stakeholders to understand their needs and concerns.
- Develop and deliver effective communication plans to ensure stakeholders are informed and engaged throughout the change process.
- Facilitate workshops, meetings, and presentations to communicate change initiatives and gather feedback.

Training and Support

- Develop and deliver training programs to ensure employees have the knowledge and skills needed to adopt new processes and ways of working.
- Provide coaching and support to managers and supervisors to help them lead their teams through change.
- Establish and maintain a support structure to address employee concerns and questions.

Continuous Improvement

- Promote a culture of continuous improvement by encouraging feedback and innovation.
- Identify and implement best practices in change management.
- Collaborate with other departments and teams to share knowledge and improve change management processes.

People Leadership Support

- Provide leadership and support to managers and supervisors, helping them to lead their teams through change effectively.
- Develop and deliver training and development programs to build change management capabilities across the hospital.

Establishment of Reporting Templates and Systems

- Develop and implement reporting templates and systems to track progress against business plan goals
- Ensure that accurate and timely information is available to support decision-making and continuous improvement

Health, Safety and Wellbeing

- All employees are responsible for complying with health, safety and wellbeing policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health, safety and wellbeing responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity, and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity, and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- Five years' recent experience in a leadership role.
- Demonstrated ability in change management.
- Demonstrated ability to lead successful teams.
- Ability to analyse data and prepare reports.
- Proficiency in computer systems to an intermediate level
- High level of literacy – written and oral
- Excellent relationship management and communication skills

Experience and skills desirable:

- Specialty expertise (for example: project management, improvement methodology, change management)
- Leadership experience in healthcare

Education and qualifications desirable:

- Degree level qualification in any of the following: Commerce, Human Resources, Organisational Psychology, Project Management or Healthcare.
- Training / certification in event review, or change management methodologies, or project management, or other relevant fields.