

POSITION DESCRIPTION

Position Title	Change Coordinator – IT Portfolio
Reports to	Business Solutions Manager – IT Portfolio
Region	UnitingCare IT Services Centre
Function	Program Management Office

Position Number
Functional Auth
Date
Signature

HRM Auth
Date
Signature

Role Purpose

To coordinate changes and communications relating to IT projects delivered by the ITSC PMO – IT Portfolio. The role designs the implementation of the change management strategies, incorporating communication plans, within IT projects and involves daily follow-up with a broad range of stakeholders both internal and external to the organisation. The role will be assigned to projects and project managers as required.

Key Challenges

- The Care Services industry is going through dramatic changes in the near term which can be difficult to keep up with.
- Working with a variety of business and project teams to facilitate successful organisational change to support the organisational strategies.
- Supporting projects for delivery to baselines in a challenging and evolving work environment.
- Effective interpretation of the benefits and impacts of IT and Infrastructure changes for a non technical audience.

Key Result Areas

1. Develop Project Change Strategy
2. Program Change Alignment
3. Project Change Support
4. Communications
5. Customer Feedback

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1. Develop Project Change Strategy	
Accountabilities	Capabilities
<ul style="list-style-type: none"> • Change strategies and implementation plan is developed for each IT project • Design the change and communications approach for each of the IT Portfolio projects. • Ensure each of the relevant stakeholder groups are communicated with regarding purpose, nature and impact of any changes to operations. • Determine target audiences and acquire pertinent contact information / lists to develop the project communications plan. 	<ol style="list-style-type: none"> 1. Demonstrates robust understanding of change management methods and their application. 2. Develops ability to develop change management strategy & plan using an organisation agreed framework. 3. Demonstrates ability to develop, maintain, and strengthen partnerships with others inside and outside the organisation and actively provide information, assistance and support. 4. Demonstrates ability to anticipate the implications and consequences of situations and take appropriate actions to be prepared for possible contingencies. 5. Demonstrates ability to recognise the importance of attention to detail and following through on commitments. 6. Demonstrates strong commitment to achieving personal and career goals. 7. Demonstrated ability to apply change management principles in accordance with the requirement of the project 8. Demonstrated ability to provide the project with change management leadership. 9. Demonstrates high-level of self-confidence, personal integrity and a willingness to work within the ethos of the Uniting Church and the values of UnitingCare NSW.ACT.
2. Program Change Alignment	
Accountabilities	Capabilities
<ul style="list-style-type: none"> • Ensures Change and Project Management Frameworks are adhered to by Project teams and those implementing. • Ensure that change and communications processes defined for each project are consistent with the organisational change management and communication principles and framework. • Identify any project or portfolio risks from message conflicts and ensure that these are drawn to the attention of the Project Manager and the Portfolio manager. • Proactively be aware of other messages being sent to the wider organisation about the progress of the portfolio and program. 	<ol style="list-style-type: none"> 1. Seeks to ensure common understanding and direction. 2. Be able to indentify when information on a situation needs to be clarified and be skilful in identifying appropriate sources of information. 3. Demonstrated ability to assess program / project risks relating to communications or change management and proposed strategies to avoid or address conflict. 4. Demonstrated understanding of project and change management principles. 5. Contribute to the development of program change management strategies to ensure adoption and value capture. 6. Demonstrates an ability to identify change and communications dependencies between projects.
3. Project Change Support	

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Accountabilities	Capabilities
<ul style="list-style-type: none"> • Assist the Project Manager to develop and refine the project communications plan (as part of the project planning activities) and in line with Communication Team to adhere to organisational standards. • Assist in developing the process to effectively deliver the project change plan. • Review and adapt the project change management plan to support the project • Through engagement with the Communication Team, coordinate the delivery of the communications message to support the project plan and communications plan – including various print, web, email, and telephone communications. • Communicate daily project activities to stakeholders, vendors and other key contacts as required by the change and communications plan. • Track the delivery of all communications and report on all communications activities. • Provide change support primarily to the IT Portfolio and from time to time provide change support to other portfolios as required. 	<ol style="list-style-type: none"> 1. Demonstrates an ability to manage their own activities and time to ensure timely follow up with stakeholders. 2. Demonstrates ability to actively ensures that information is passed on to others who should be kept informed. 3. Demonstrates ability to foster effective teamwork with team members from different educational, cultural and industry backgrounds. 4. Takes ownership of tasks, be accountable for the result and responsible along the way. 5. Ability to handle pressure and ambiguity. 6. Demonstrates adaptability and flexibility. 7. Demonstrated ability to contribute to project scopes, risks and plans to ensure adequate consideration for communications and change management requirements. 8. Demonstrated ability to provide project managers with guidance on the development and implementation of change management plans as they relate to IT projects. 9. Demonstrates ability to contribute to post implementation reviews. 10. Demonstrated ability to assess project communications and change management risks.
4. Communications	
Accountabilities	Capabilities
<ul style="list-style-type: none"> • Where required and appropriate develop design concepts and author copy for direct communications that adhere to communication standards. • Thoroughly and accurately proof read all communications messages and ensure appropriate sign-off on accuracy and appropriateness and alignment with Communications Team. • Ensure that the activities of the IT Portfolio are communicated understood by the wider UnitingCare IT Services Centre, services and 	<ol style="list-style-type: none"> 1. Demonstrates strong communication skills, able to express themselves clearly in both oral and written communications. 2. Demonstrates ability to leverage organisation communication mechanisms and optimise disparate systems. 3. Demonstrates ability to develop appropriate and effective communications for various audiences.

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regions		
5. Customer Feedback		
Accountabilities		Capabilities
<ul style="list-style-type: none"> Develop and implement mechanisms that facilitate two way communications. Activity test these mechanisms to ensure that feedback. Ensure that feedback is provided to IT Portfolio about project performance, change management and any associated. 		<ol style="list-style-type: none"> Demonstrates ability to adapt to the communication of others, foster two way communication and actively listen to the concerns of stakeholders. Demonstrates ability to identify interpret, and anticipate others' concerns and feelings, and to communicate this awareness empathetically to others. Demonstrated strong customer service orientation through a concern for satisfying internal customers. Demonstrates ability to capture and engage all stakeholders in change process. Demonstrates ability to conduct a thorough review of change management process by eliciting feedback from customers about project performance and the change management process.
Person Specification		
Professional Experience	<ul style="list-style-type: none"> Excellent oral & written communication skills. Strong planning and organisational skills. Proficient in MS Office suite. Ability to work to deadlines & manage stakeholder expectations. Proficiency in producing communications material in different formats, print, written, email, web. Familiarity with change management principles. Familiarity in business process and IT systems. 	<i>Desirable</i> <ul style="list-style-type: none"> Experience in Adobe design products an advantage. Experience in the non-profit sector. Experience in Health Care or Ageing sector.
Education/ Academic Qualifications	<ul style="list-style-type: none"> A qualification in Psychology or Organisational Change OR relevant work experience. 	<i>Desirable</i> <ul style="list-style-type: none"> A qualification in Communications or Marketing
Key Working Relationships	<p>The Business Analyst – IT Portfolio will form key relationships with people in the following roles:</p> <ul style="list-style-type: none"> Director UnitingCare IT Services Centre Director Communication UnitingCare Communications Team Business Solutions Manager, IT Portfolio Infrastructure Manager, IT Services Centre Operations Manager, UnitingCare IT Services Centre Infrastructure and Operations Teams, UnitingCare IT Services Centre UnitingCare Ageing Regional Directors UnitingCare Ageing IT Managers and Teams UnitingCare Service Group Directors 	<i>External</i> <ul style="list-style-type: none"> External Vendors Others as required

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	<ul style="list-style-type: none"> • UnitingCare Children, Young People and Families IT Managers and Team • UnitingCare Corporate Managers • Project Managers, IT Portfolio • Program Manager, IT Services Centre • UnitingCare Ageing Facility or Service Managers and Site Key Contacts • UnitingCare Children’s Services Site Contacts • UnitingCare IT User Communities 	
Direct Reports:	None	
Occupational Health, Safety and Welfare Requirements	<ul style="list-style-type: none"> • All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. 	
UnitingCare Ageing Expectations	<p>All staff are expected to:</p> <ul style="list-style-type: none"> • At all times to abide by the terms and conditions contained in the policies and procedures of the employer and the Uniting Church in Australia Synod of NSW and the ACT Employment Policy and Procedures Manual • Align their work with the Vision, Mission, Values & Strategic Directions of the UnitingCare Ageing Organisation; • Contribute to the efficient and effective functioning of their team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Ethical Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one’s manager; • Participate in the Performance Development Review Process which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to UnitingCare NSW ACT’s Vision, Mission, Values and Strategic Directions. • Perform their responsibilities in a manner which reflects and responds to a focus on continuous improvement 	
<p>OTHER RELEVANT INFORMATION</p> <ul style="list-style-type: none"> • This position description is indicative of the range of job requirements. • The job comprises other accountabilities as required. • It is the responsibility of all employees to ensure they behave in a way that is consistent with the company’s Strategic Directions, Values, and its policies and procedures. 		

Position Description

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Incumbent's Name: _____

Signature: _____

Date: _____

Manager's Name: **Sarah Henning** _____

Signature: _____

Date: _____