

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Senior Change Lead			
Reports to	Programme Director, Hospital Network (dotted line to Director HR Operations, P&C CCHV and Wairarapa)			
Location	Wellington Regional Hospital			
Department	Hospital Network, Hospital and Specialist Services			
Direct Reports	0		Total FTE	1.0
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	None	Finance	None
Date	June 2025			
Job band (indicative)	Band 7 (Te Whatu Ora CCHV)			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

Capital Coast & Hutt Valley District is planning for, and implementing, significant change across a number of infrastructure, service and operational change programmes, including the WRH ED Refurbishment Project and the Acute Flow Programme.

As the Senior Change Lead, you will lead the change management planning and delivery for HSS projects and change initiatives to ensure smooth transitions and successful implementation of new processes, technologies, facility and organisational changes. This role involves working closely with the HNZ People and Culture (P&C) team, various departments, stakeholders, and staff to minimise resistance and maximise engagement.

Key responsibilities

You will

- Evaluate the impact of planned service, facility and organisational change
- Identify risks, develop risk mitigation tactics
- Identify and managing anticipated resistance to change
- Lead change management work streams with a structured methodology / process
- Lead the development of specific change management plans to support organisational change
- Support development of communications relevant to change initiatives
- Provide coaching and training to employees at all levels
- Define success metrics and measuring performance against these
- Provide reporting and other updates to management and project teams

Key Result Area	Expected Outcomes / Performance Indicators
Change Management	<ul style="list-style-type: none"> • Applies change management skills and tools to assist teams and services through transition and transformation • Assesses change readiness, conducts impact analyses as required, and works with key stakeholders • Delivers and manages change activities to ensure successful project outcomes that optimise staff adoption and successful project transition to 'business as usual' • Works with the other Change and Project Leads to support services transformation, embedding new ways of working and changes in processes • Work with P&C team to manage any change that impacts on staff and the ways they work
Stakeholder Engagement & Communication	<ul style="list-style-type: none"> • Identify and engage key stakeholders to ensure alignment and support for change initiatives.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach –tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works collaboratively with P&C team members to support change processes • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.

Relationships

External	Internal
<ul style="list-style-type: none"> • Service providers • Construction contractors • District Communities • Mana whenua • IMPB 	<ul style="list-style-type: none"> • Project and Programme team members • People and Culture (P&C) teams • Group Director Operations • HSS Group Managers, Operations Managers and their direct reports • Clinical and Professional leaders and colleagues • CCHV staff • Support Services managers and team members, i.e. Clinical Support Services, Security Services • Infrastructure and Investment Group staff • Advisory groups and representatives, i.e. Consumer advisors • Cultural Health Providers, i.e. Hauora Māori, Pacific Health Services

About you – to succeed in this role

You will have

Essential:

- A relevant graduate qualification
- 5-10 years experience at a senior level in the healthcare or public services sector
- 5-10 years experience and involvement with large and complex change projects using a PROSCI ADKAR® Model or similar
- Experience in implementing Te Tiriti o Waitangi in action.
- Relationship building skills – ability to build strong links with internal and external stakeholders
- Strong leadership and team management skills
- Effective oral and written communication skills
- Energy and enthusiasm to lead change
- Self-awareness
- Effective time management of self
- The ability to work well under pressure

Desired:

- Health care qualification
- Change management certification

- A strong understanding of effective change processes and tools, and a proven track record of excellent results.
- Strategic, whole-of-system thinking and a strong outcomes focus
- Strong experience managing change strategy development, interventions and delivery of change across projects and programmes in a complex and changing environment
- Strong interpersonal skills, with proven ability in influencing, motivating, facilitating and coaching
- The ability to effectively deal with ambiguity, including shifting gears quickly and comfortably and identifying and managing risk effectively
- Sound analysis, judgement and decision-making skills, including political acumen

You will be able to

- Demonstrate your ability to analyse the change effort and lead and facilitate change effectively across all key stakeholder groups
- Evaluate change impacts, both within and across complex projects
- Increase the organisational capability in leader-led change
- Readily develop trust and rapport with managers, staff and stakeholders at all levels and has a strong commitment to teamwork and collaboration
- Demonstrate systems thinking and the ability to think broadly, to participate in robust decision making and innovation
- Work within a team as well as manage specific accountabilities
- Share knowledge within the team and supports others across the breadth of team activities
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels
- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.