



# Position description

Position of	Change Analyst, Epilepsy Smart Australia Program	
Location	Flexible	
Incumbent	Vacant	
Reports to	Epilepsy Smart Australia Program Manager	
Time	2 year full-time fixed term contract with option to extend	
Reports	Nil	
Approved By	CEO, Epilepsy Foundation	February 2022

## 1. Program Context

The Epilepsy Smart Australia Program is a federally funded pilot project to develop, test and implement a national framework for the consistent delivery of high quality epilepsy-related services and supports throughout Australia. The pilot project commenced on July 1<sup>st</sup> 2020 and is scheduled for completion in 2024.

Program development is supported through a formal partnership with epilepsy organisations in all States and Territories and collaboration with relevant peak bodies and sector organisations. The Program actively seeks the views and involvement of people living with epilepsy and those who support them to inform the design and delivery of all services.

### Program Vision

All Australians living with epilepsy have equitable access to evidence based and consistent information and individualised services to enable them to achieve improved outcomes.

### Program Mission

To deliver excellence across products and services for people living with epilepsy through continuous improvement and leveraging best-practice approaches.

### Program Objectives

- Building on and enhancing epilepsy-related activities and services
- Delivering nationally consistent, evidence-based epilepsy related services and supports across all states and territories
- Ensuring Australians living with epilepsy have access to supports and resources to assist them to be knowledgeable, healthy and active social and economic participants
- Enhancing understanding of epilepsy across a variety of sectors as well as the broader community
- Supporting the health sector workforce and those living with epilepsy, through the development of digital tools
- Providing support for Australians living with epilepsy at all life-stages
- Ensuring resources are culturally appropriate and address the needs of Aboriginal and Torres Strait Islander people and CALD groups.

## Program Management

The Epilepsy Foundation is responsible for the overall management of the Epilepsy Smart Australia Program. Advertised roles will have an employment agreement with the Epilepsy Foundation, however the focus of the role will be on supporting the national partnership of epilepsy service providers to achieve the objectives of the Epilepsy Smart Australia Program.

## 2. Position summary

---

The Change Analyst is responsible for identifying the impacts resulting from changes to people, process, systems and culture; the development and delivery of key documentation to support change; and the successful implementation of change activities resulting from that analysis. This role will support the ESAP Program Manager in ensuring the overall change management implementation is aligned to ESAP policies, providing adequate support and input through the implementation of change.

This role sits within the Project Management Office. The core team is based in Melbourne however given the national nature of the Program and key partners the physical location of the incumbent is flexible.

## 3. Key responsibilities

---

Responsibilities of Change Analyst:

- Plan and facilitate change impact discussions with ESAP stakeholders to identify and quantify impacts, risks and issues.
- Provide input and insights into change planning to ensure change management approaches align with ESAP Service Delivery practices.
- Work with key stakeholders and relevant consultants to document change impact assessment outcomes, to determine the scale of change and associated business readiness activities required for successful change.
- Represent the findings of change impact analysis in planning discussions with the SDPs/Program/Management team in order to shape program deliverables.
- Support the development of training plans, implementation plans and deployment of both.
- Coordinate and track the monitoring of actions arising from change impact assessment.
- Provide input, document requirements, test and support the delivery of training programs in order to deliver change solutions that measurably impact the change.
- Support the continuous improvement and overall evaluation and reporting requirements for the Program.
- Reflect ESAP values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
- Place the customer at the centre of all decision making.

Challenges specific to the role:

- Understanding the impacts of change when the current state may vary across the partner organisations and broader sectors.
- Developing business readiness, implementation and support models in close conjunction with stakeholders to reduce business disruption, increase take-up and protect the customer experience.
- Driving consistency and transparency throughout change management processes and documents to ensure alignment across the change framework.
- Working within complex stakeholder landscapes and responding in a flexible and agile way to changing timelines and requirements.
- Maintaining strong personal links and networks across partner organisations.

## 4. Position dimensions

---

### 4.1 Level of Supervision/Accountability

The Line Manager monitors the performance of this position on a regular basis through the Supervision and Support program. The incumbent is required to demonstrate sound judgement to effectively prioritise the workload and effectively meet the needs of specific projects and the overall Program.

### 4.2 Decision making authority

The incumbent has the authority to decide day-to-day work-related issues within the key responsibilities and activities included in the approved project documentation. A budget and expenditure responsibility may be allocated for particular activities of the role in managing income and expenditure. All other decision making relating to expenditure, staffing, media (etc.), must be in line with the EF Delegation of Authority schedule. Any issues falling outside these areas are to be referred to the Direct Line Manager.

### 4.3 Flexible Work Hours and Travel (if applicable)

In order to meet the requirements of this role the Project Manager must be able to maintain some flexibility in working hours and undertake travel with occasional overnight stays paid by the organisation. Due to the national nature of the Program the incumbent may reside in any Australian State or Territory, provided that sufficient internet capability is available.

## 5. Position competencies/selection criteria:

---

To be successful in this role the incumbent will need the confidence to deal with a diverse and changing work agenda with enthusiasm and flexibility.

### 5.1 Personal characteristics

- Excellent interpersonal skills with the ability to develop and maintain constructive relationships across diverse stakeholders
- Excellent organisational and time management skills with an ability to remain positive when under pressure
- Ability to be ethical, diplomatic, tactful and maintain strict confidentiality on sensitive matters
- Organised, action-oriented, pays high attention to detail
- Committed to continuous quality improvement
- Capacity and willingness to work towards the Vision and Mission of the Epilepsy Smart Australia Program

### 5.2 Qualifications

- Degree in relevant discipline or equivalent skills, knowledge and experience.

### 5.3 Knowledge and experience

- Experience in impact assessments, implantation planning, mining insights and analysis for medium/large scale change programs involving multiple business units.
- Ability to extract and analyse data and provide sound recommendations and advice.
- Experience in understanding and managing complex stakeholder relationships.
- Ability to address and meet focus capabilities as stated in the Position Description.
- Experience working within human services sector.

### 5.4 Professional and technical skills

- Strong inter-personal communication and influencing skills, excellent stakeholder management
- Ability to work independently, remotely and/or in a team environment
- Demonstrated initiative, capacity to use flexible approaches in achieving work outcomes
- Ability to appropriately identify and escalate issues or blockages to the Line Manager
- Strong computer literacy in Microsoft Office Suite

- Strong written skills and ability to prepare written communication to meet the needs of different audiences
- Exceptional organisational and time management skills

**Safety screening and other requirements specific to this role:**

---

Employment is subject to a satisfactory Police Check	<input checked="" type="checkbox"/>
Employment is subject to holding NDIS Worker Safety Check status	<input type="checkbox"/>
Compliance with current organisational vaccination requirements	<input checked="" type="checkbox"/>
Employment is subject to a satisfactory Working with Children Check (Vic) or other Australian state equivalent	<input checked="" type="checkbox"/>
Current Driver's Licence	<input type="checkbox"/>
First Aid Certificate	<input type="checkbox"/>
Employment is subject to agreeing to work in accordance with organisational policies and procedures	<input checked="" type="checkbox"/>