

POSITION DESCRIPTION

Cancer Council Australia is the leading national non-government cancer control organisation. We develop and promote independent, evidence-based policy and information on cancer prevention, detection, treatment and care. We support our members, the eight state and territory Cancer Councils, to: undertake and fund cancer research; prevent and control cancer; and provide information and support for people affected by cancer.

JOB TITLE:	Change Analyst, National Cancer Navigation Service Project	DIVISION:	Office of the CEO
LOCATION:	Sydney	STATUS:	Fixed term contract until 30 June 2027
REPORTS TO:	Head of National Programs	HOURS:	Full time
AWARD:			
POSITION NO:			

Organisational context

As Australia's leading cancer charity, Cancer Council unites the community, provides support, invests in research and saves lives. We are proud to work across all stages of the cancer journey from prevention to end of life.

Cancer Council Australia's key strategic priority areas are research, prevention, support, policy, advocacy and sustainability.

The Cancer Navigation Service ("the Service") is a key component of the Australian Government's Australian Cancer Nursing and Navigation Program (ACNNP). This national initiative is enhancing and expanding Cancer Council's existing information and support services to provide more timely, equitable, and culturally safe access to information, navigation, and support for anyone impacted by cancer. The project aims to integrate, strengthen, and digitalise navigation pathways, offering new ways for people to connect with support that best meets their needs now and into the future.

Role description

The Change Analyst sits within the Program Management Office, reporting to the Change Manager. The Change Analyst plays a critical role in supporting the successful implementation of the overarching national change strategy for the Service at State level. The role is responsible for working collaboratively with state-based Program delivery teams to lead and coordinate state-level change

FINANCE & CORPORATE SERVICES / HR		Reviewed by Head of Finance / Office, Administration & Bequest Manager		
Document ID: CCAFCS42	Created by: Lisa Miskell	Version: 1.1	Reviewed Feb 2024	Review due: Feb 2027

management activities that support direct management of change locally, ensuring alignment with program objectives and stakeholder expectations

This role will focus on stakeholder engagement, communications, training coordination, and implementation support to enable a smooth transition to the new Service. The Change Analyst will act as the key interface between the centralised Program Management Office (PMO) and state-based change and Program delivery teams, ensuring that local needs, risks, and feedback are understood and managed accordingly

Primary Accountabilities

- Work closely with both the Change Manager at PMO and state-based change teams to support the planning and execution of change management activities in alignment with the Cancer Navigation Service change strategy and roadmap
- Conduct state level change impact assessments and readiness checks as required
- Build and maintain strong working relationships with key internal and external stakeholders, including Project Delivery teams, state HR teams.
- Support state-based change teams by undertaking the following in line with overarching national strategy:
 - Ensuring alignment of messaging and implementation approach at state level in line with national strategy
 - Providing input into communication materials, FAQs, and support resources e.g. stakeholder updates, newsletters
 - Supporting delivery of state training activities, including coordination of sessions, materials, and feedback.
 - Supporting establishment of monitoring processes and reporting for change readiness, adoption progress, feedback, barriers to change and risks against relevant metrics and milestones
 - Gathering feedback on training effectiveness and provide recommendations for continuous improvement
 - Identifying, logging, and escalating change-related risks and issues in a timely manner
 - Contribute to mitigation planning and ensure local risks are reflected in national reporting as required

Other Accountabilities

- Maintain accurate and up-to-date records of change management activities, stakeholder engagement logs, communications, and training attendance
- Contribute to the development and maintenance of change documentation, including change plans, risk registers, and lessons learned logs.
- Support the Change manager to prepare input for Program reporting, dashboards, and governance papers as required
- Coordinate across internal functional teams (e.g. workforce, technology, stakeholder engagement) to ensure seamless rollout at the state level.
- Act as a role model for positive change and engagement within the state team and partner organisations.

FINANCE & CORPORATE SERVICES / HR		Reviewed by Head of Finance / Office, Administration & Bequest Manager		
Document ID: CCAFC542	Created by: Lisa Miskell	Version: 1.1	Reviewed Feb 2024	Review due: Feb 2027

Main Challenges

- Navigating a Federated model, harmonising across multiple organisations and balancing between national strategy and local context
- Managing competing priorities within a fast-paced environment
- Complex stakeholder environment, a large geographically dispersed program team with a diverse range of stakeholder, e.g. IT, leadership, health care professional
- Ensuring consistent communication across various channels e.g. national, state, frontline
- Driving successful behaviour change and avoiding change fatigue

Key Relationships

Position reports to Change Manager.

Position works closely with:

- Change Manager
- Program Delivery Manager
- State Delivery leads
- State Change teams

Selection Criteria

Essential:

- Demonstrated experience coordinating or supporting change management activities within a complex, multi-stakeholder environment — preferably within the health or government sector or with large scale digital transformation
- Strong interpersonal and communication skills with the ability to build trust, influence stakeholders, and manage relationships across a diverse range of stakeholders.
- Proven ability to manage multiple priorities, coordinate tasks, and meet tight deadlines within a project delivery environment.
- Sound understanding of the Australian healthcare system, preferably with experience in the Cancer sector and/or digital health initiatives.
- Ability to identify risks and issues, analyse feedback, and provide practical recommendations for improvement.
- Demonstrated ability to work effectively as part of a geographically dispersed team and contribute to shared objectives.
- Excellent written and verbal communication skills, including the ability to prepare clear reports, presentations, and stakeholder materials.

Desirable:

- Tertiary qualification in change management, project management, business, health administration, or a related discipline.
- Accreditation in a recognised change methodology (e.g. Prosci, ADKAR, or equivalent).

FINANCE & CORPORATE SERVICES / HR		Reviewed by Head of Finance / Office, Administration & Bequest Manager		
Document ID: CCAFC42	Created by: Lisa Miskell	Version: 1.1	Reviewed Feb 2024	Review due: Feb 2027

- Experience supporting the rollout of digital health systems, eHealth initiatives, or ICT transformation projects.
- Experience developing or delivering training, communications, or engagement materials in a large program environment.

APPROVED BY:		Date:
---------------------	--	--------------