

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 Manager, National Cancer Navigation Service Project	DIVISION:	National Cancer Navigation Service Project
LOCATION:	Flexible	STATUS:	Fixed term contract until 30 June 2027
REPORTS TO:	Head of National Programs	HOURS:	35
AWARD:	Award Free	AWARD: ☐ YES	AWARD: ☒ NO
POSITION NO:	CCA-EXE-12-2025	LAST UPDATED:	22/10/2025

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.

The Change Manager will be accountable for developing and driving a comprehensive, Program-wide change management strategy that supports successful adoption of the new Service across all service locations. They will provide leadership, guidance, and coordination to local Change Coordinators who are responsible for state level implementation, ensuring alignment and consistency of approach throughout the Cancer Council Federation.

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Role description

The Change Manager will lead and coordinate the overarching change management strategy for the implementation of the new Service, which is expanding from a telephone-based service to include a digital platform. This role will focus on strategic oversight, planning, and coordination, working in close collaboration with local-level Change Coordinators responsible for on-the-ground implementation.

Key outcomes for this role include achieving high levels of stakeholder engagement and buy-in, minimising disruption during the transition, ensuring staff readiness and capability through effective training and communication, and ultimately facilitating a smooth and sustainable shift to the new Service to improve staff and user experience. The successful candidate will play a pivotal role in fostering collaboration between the CCA-based Program Management Office (PMO) and local teams, monitoring progress, managing risks, and embedding new ways of working into standard practice to deliver lasting benefits for the Program and its users.

The role sits within the CCA PMO and will work closely with key internal and external stakeholders such as the Program Director, Program Delivery Manager, State Delivery Leads and learning and development teams to ensure seamless implementation of the new Service.

Primary Accountabilities

Strategic Change Management

- Develop and oversee the Federation-wide change management strategy and roadmap to support successful transition to the Cancer Navigation Service.
- Conduct overarching change impact assessments, change readiness assessments
- Ensure alignment of change activities with broader program objectives, timelines, and stakeholder needs.

Collaboration with Local Change Coordinators

- Provide leadership, guidance, and support to local-level Change Managers responsible for implementing change at service delivery sites.
- Coordinate with local teams to ensure consistent application of change management methodologies, tools, and messaging.
- Facilitate regular communication, coaching, and issue resolution between the CCA-based Program Management Office and local change leads.

Stakeholder Engagement

- Engage with and key internal and external stakeholders to secure buy-in and ongoing support.
- Ensure feedback from local sites and frontline staff is gathered, considered, and incorporated into change planning and decision-making.

Communications & Resources

- Develop core communication materials, key messages, and toolkits to be adapted and delivered by local teams.
- Ensure communication is clear, consistent, and aligned across all levels of the organisation.

Training & Capability Building

- Work with state-level learning and development teams to coordinate the design and delivery of training strategies that can be implemented locally.
- Build change capability within the network of state-level Change Coordinators through coaching, mentoring, and sharing of best practices.

Monitoring, Reporting & Risk Management

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- Establish mechanisms to monitor and manage change readiness, adoption progress, and risks across multiple implementation sites.
- Consolidate reporting from local Change Managers to provide program-wide insights and recommend interventions as needed.

Continuous Improvement & Sustainability

- Lead post-implementation reviews and ensure continuous improvement processes are in place across local teams.
- Support the embedding of the new Cancer Navigation Service into standard business practices and service delivery models at all levels.

Key Relationships

Position reports to Head of National Programs.

Position works closely with:

- Project Management Office

Selection Criteria

Essential:

- Minimum 10+ years' experience in leading change management for health technology implementations either at state or national level e.g. Electronic Medical Records (EMR), Telehealth platforms, Patient portals, Referral systems, Secure messaging systems, Health data integration projects
- Experience creating change management processes and tools to support the integration and engagement with change management principles.
- Experience working with a team of change management and training professionals in a project setting.
- Proven track record of successful health system implementations
- Experience working directly with healthcare professionals
- Proven understanding of healthcare change management methodologies specifically related to health service and technology implementations
- Postgraduate qualifications in Change Management, Business or related field.
- Comprehensive understanding of change management frameworks and transformation methodologies to deliver organisational change.
- Demonstrated ability to engage, influence, and support health professionals, executives, IT teams, and end users through change.
- Excellent communication and interpersonal skills tailored to various stakeholder groups.

Desirable:

- Experience working within agile or hybrid delivery models alongside project teams (e.g., digital product teams, service designers, PMs).
- Experience working with or designing for diverse populations, including Aboriginal and Torres Strait Islander communities, CALD groups, and remote/rural settings.
- Experience in a federated or multi-agency delivery environment.

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- Experience in the health sector and familiarity with national cancer control policy and the Australian Cancer Plan.

Values & culture fit

- Commitment to integrity, transparency, and inclusive engagement.
- Passion for achieving equitable access to cancer support and navigation.
- Collaborative and adaptable work style.

APPROVED BY:	David Swan	Date: 08/10/2025
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