

Position Description

Position title	Change and Communications Lead – Rostering System
Department / Division	Corporate Services Transformation / Corporate Services
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71 – AO75)
Position reports to	Project Lead, Rostering System Implementation
No. of direct & indirect reports	Nil
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C – works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT
The Corporate Services portfolio at RCH encompasses enabling functions that support the hospital's operational and strategic objectives. The Director Transformation leads the RosterOn to Optima transition – a critical programme of work to modernise workforce management across the organisation. The Change and Communications Lead is embedded within the Rostering System Implementation Project team, reporting to the Project Lead. The role is responsible for designing and delivering a structured change management and communications programme to support RCH's transition from RosterOn to Optima. The role works across all impacted departments and at all levels of the organisation, ensuring that staff are informed, engaged, and equipped to adopt new rostering processes and ways of working as Optima is progressively rolled out.

ROLE PURPOSE
The Change and Communications Lead will develop and implement a change management and communications strategy to support the successful implementation of Optima across RCH. The role ensures that all affected staff are appropriately informed, engaged, and supported through each phase of the transition, and that the organisation is ready to adopt the new system and associated ways of working. The successful candidate will bring demonstrated expertise in change management methodology, stakeholder engagement, and communications, with the ability to work effectively across clinical and corporate functions in a complex healthcare environment.
KEY ACCOUNTABILITIES
Customer Service / Stakeholder Management • Develop and maintain strong working relationships with key stakeholders across clinical and corporate departments, acting as the primary point of contact for change and communications activities • Work closely with department leaders, Roster Managers, and the project team to understand change impacts and tailor engagement strategies to the needs of each area • Facilitate stakeholder engagement activities including information sessions, department briefings, and feedback mechanisms to support two-way communication throughout the implementation • Provide timely, accurate, and targeted communications to all affected staff at each phase of the rollout Administration • Develop and maintain a change management and communications plan, tracking activities, milestones, and deliverables across all rollout groups • Produce and distribute communications materials including emails, intranet updates, FAQs, briefing documents, and go-live announcements • Maintain a stakeholder register, change impact assessment, and related project correspondence in an organised and accessible manner • Coordinate logistics for change-related activities including information sessions, workshops, and departmental briefings Quality • Conduct change readiness assessments at key points in the project lifecycle and report findings and recommendations to the Project Lead • Monitor and evaluate the effectiveness of change and communications activities, adapting the approach based on stakeholder feedback and readiness data • Ensure all communications are accurate, appropriately approved, and consistent with RCH brand, tone, and messaging standards • Support the identification and mitigation of change-related risks throughout the project lifecycle Leadership / Strategy • Develop and implement a structured change management framework to guide the organisation through the transition from RosterOn to Optima • Provide expert advice to the Project Lead and Steering Committee on change management strategy, organisational readiness, and risk • Champion the benefits of the Optima implementation across the organisation, building staff confidence and momentum for the transition

People Management

- Coach and support department leaders and Roster Managers to effectively communicate and lead change within their teams
- Build change capability across the organisation to support sustainable adoption of new rostering processes and practices post go-live

Leadership / Strategy

- Lead the delivery of training to each rollout group in conjunction with the Optima vendor, adapting content and approach to meet the needs of different user groups

QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated experience in change management and/or communications within a complex organisational environment
- Proven ability to develop and implement change management plans, stakeholder engagement strategies, and communications materials to a high standard
- Strong written and verbal communication skills, with an ability to tailor messaging effectively for diverse audiences
- Demonstrated ability to build and maintain effective working relationships with a broad range of internal and external stakeholders
- Proven ability to work independently and manage competing priorities in a fast-paced project environment

Desirable:

- Tertiary qualification in Communications, Organisational Change, Human Resources, or a related discipline
- Certification in a recognised change management methodology (e.g. Prosci ADKAR, APMG Change Management)
- Experience supporting technology or system implementation projects, particularly within healthcare or government
- Familiarity with rostering, time and attendance, or workforce management systems
- Experience in a healthcare environment would be highly regarded

KEY SELECTION CRITERIA

- Demonstrated experience in developing and delivering change management and communications strategies in complex, multi-stakeholder environments
- Proven ability to build and sustain productive relationships with a wide range of internal and external stakeholders, including at senior levels
- Strong written and verbal communication skills, with demonstrated experience producing high-quality communications materials for diverse audiences
- Proven ability to conduct change readiness assessments and respond to change resistance, adapting approach based on organisational and stakeholder needs
- Demonstrated capacity to coach and build change management capability in managers and team leaders to support sustainable adoption
- Ability to work independently and manage competing priorities in a fast-paced project environment, meeting tight deadlines

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQI community and people with disability.

Position description last updated	July 2026
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