

Change Lead

Reporting to:	CEO	
Direct Reports:	None	
Employment:	Initial 15-month contract	Four days per week We support flexible working. Please talk to us about what would work for you.
Salary range:	Commensurate with experience	
Location:	Sydney	

ReachOut values diversity in our workforce. We encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply.

About the organisation

ReachOut is the most accessed online mental health service for young people and their parents in Australia. Our trusted self-help information, peer-support program and referral tools save lives by helping young people be well and stay well. Accessed by more than 2-million people in Australia each year, ReachOut is a free service that's available anytime and pretty much anywhere.

We've been championing wider access to mental health support since we launched our online service more than 20 years ago. Everything we create is based on the latest evidence and is designed with experts, and young people or their parents. This is why our service is trusted, relevant and so easy to use.

About the role

ReachOut is in an exciting phase of the organisation's development. We are undertaking a major service design and innovation program that will help shape the future of youth digital mental health services in Australia.

Reporting to the CEO, this new role will be critical to the successful delivery of ReachOut's new service vision. A seasoned change professional, the successful candidate will be responsible for working closely with the leadership team, senior leaders and other key stakeholders to successfully implement change programs and achieve organisational objectives.

You'll have a strong people-centric approach and a deep understanding of the alignment needed throughout an organisation to execute a strategy i.e. people, systems, culture, leadership and structure.

You must be a strategic thinker with proven experience creating and implementing change strategies, familiar with various change management methodologies, and confident in devising communications to frame and sustain change initiatives.

Your inclusive, flexible and collaborative style, and strong facilitation and creative workshop design skills, ensure you're able to engage people at all levels and guide change at a system-wide level. You enjoy supporting leaders across an organisation to strengthen their personal approach to leading change and are experienced at working in agile environments.

The main responsibilities are to:

Deliver organisational change

- Lead business change management planning, design, development and execution
- Identify organisational strengths and roadblocks to enabling successful change
- Define and articulate change and its impacts for individuals, teams and the broader organisation
- Partner with key stakeholders at all levels to implement change approaches and integrate change management into activity plans
- Monitor results and consult with leaders to adjust approaches accordingly
- Ensure strategies for change are sustainable and embedded well

Change communications

- Develop internal communications and creative engagement plans throughout the change process, ensuring information is timely and consistent
- Write and deliver change communications to ensure organisational buy-in by clearly articulate the translation of strategy to execution

Capability building

- Develop the organisation's change management approach, including running workshops, to build organisational change capability
- Collaborate across the organisation to embed effective change leadership and management practices
- Coach leaders using formal training and informal leadership development interventions to support broader change efforts

Required personal and professional competencies are:

- Conceptualising strategies – having a broad vision aligned to a keen strategic mind. Being able to detect patterns and shifts in the market as well as having the capability to plan towards accomplishing long-term goals.
- Fostering creativity – being imaginative, exploring of new ideas, coming up with new ways of solving a problem and innovating.
- Purposeful argumentation – being persuasive and convincing by projecting confidence when speaking out and challenging others.
- Planning and organising – being able to plan effectively and promptly.
- Working together – team working and collaborating with colleagues as well as showing an organisational commitment.
- Interpersonally astute – showing understanding of others, building rapport and managing emotions effectively.

You will work closely with:

With	Purpose
1. Chief Executive Officer	The CEO provides ongoing leadership, management and support
2. Leadership Team	You will partner closely to understand the strategy and shape appropriate initiatives to meet objectives
3. Team heads	You will collaborate with Heads of teams to respond to feedback and ensure buy-in and effective implementation
4. Agile coach	You will collaborate to ensure adoption of the lean and agile methodology is well supported from a change perspective and aligned to broader change efforts
5. People leaders	You will engage people leaders to assess change leadership capability and develop appropriate training opportunities

To be successful in the role, you need:

- Change management qualifications and extensive knowledge of best practice change management strategies
- Significant experience (5+ years) delivering complex organisational change
- Excellent interpersonal, relationship management and influencing skills
- Strong workshop design and facilitation skills
- Excellent problem solving and communication skills, both verbal and written
- Self-motivated and able to work through ambiguity
- Experience in guiding and coaching participants in the change process
- Excellent time management and planning skills
- A commitment to ReachOut's values and behaviour

We also think it'd help to have:

- Experience implementing agile programs
- Experience working in digitally focused organisations
- Experience working in, or consulting with, NGOs