

DIRECTOR, STRATEGIC CHANGE

SILVERCHAIN



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Director, Strategic Change

EXECUTIVE SUMMARY

Silverchain is the leading provider of complete in-home care services in Australia, with a team of over 4,500 clinical and community staff supporting 115,000 people of all ages each year. Silverchain was established over 130 years ago and has a rich history as innovators and leaders of care in the home.

Services include specialist nursing, palliative care, home support services, home hospital, allied health services, virtual care and monitoring programs.

The **Director, Strategic Change** will be responsible for delivering many significant change programs across the organisation including an ambitious digital strategy and preparing for aged care reform. It is a critical role within Silverchain, responsible for driving and overseeing strategic initiatives that lead to transformative change. This role will work closely with senior leadership to define and execute change management strategies that align with the company's vision and objectives.

The Director, Strategic Change will play a pivotal role in coaching and fostering a culture of adaptability, innovation, and continuous improvement across the organisation.

The successful candidate will have a strong track record of driving transformative change projects in complex organisations and a willingness to roll their sleeves up when needed. Experience in healthcare, aged care or disability services is advantageous but not necessary. As the Director, Strategic Change is part of the People & Culture leadership team, experience and knowledge of People & Culture would also be beneficial.

At Silverchain you can enjoy a competitive salary plus salary packaging of up to \$18,550 tax-free, as well as paid leave options, ongoing training and professional development opportunities, and access to health and wellbeing resources. Silverchain also offers flexible working arrangements so you can find the right balance between work and home life.

This role can be based in Adelaide, Perth, Melbourne or Sydney.

If you are ready for your next challenge and would like to lead an ambitious change program with a pioneering in-home care provider then please reach out for a confidential discussion or submit your application as per the application process detailed on page 11.

At Silverchain Group, we recognise the positive contribution that a diverse workforce makes to our organisation where individuals can be authentic, are respected and celebrated. We strongly encourage applications from Indigenous Australians, people of all ages, gender, abilities, culturally diverse and linguistic backgrounds.

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For a confidential discussion, please contact Christine Leahy, State Manager, Victoria:

M: +61 (0)449 953 112
E: cleahy@hardygroupintl.com

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SILVERCHAIN

The Silverchain group has a rich history as Australian pioneers, innovators and leaders of care in the home.

Silverchain aims to revolutionise the way complete care is provided and to transform the way it is received. Guided by our world class research, supported with the latest technology, and delivered with the human touch of someone who cares, we are the national leaders of complete care at home and supporting our clients' health and wellbeing.

Silverchain is the leading provider of complete in-home care services in Australia, supporting 115,000 people, across a range of services in their homes including hospital in the home, palliative care, aged care (Home Care Packages and Commonwealth Home Support Programme), allied health and social support, and virtual care monitoring.

We believe that everyone deserves the right to choose where they receive their care, and that home care helps keep you connected to your community. If home is where you are most comfortable - your safe haven - and where you want to be, we'll meet you there with care you can trust.

Your health and aged care at home can be tailored to your needs, preferences and cultural values. Our services include specialist nursing, palliative care, home care and home support services, home hospital, allied health services, virtual care and monitoring programs, and the provision of equipment and monitored personal alarms.

We can provide comprehensive healthcare safely, privately and comfortably, supporting you to recover from illness, injury or surgery, helping to avoid unnecessary hospitalisation and managing long-term conditions at home. We are the pioneers of palliative care at home, with more than 40 years' experience offering this clinical care and dignified support to Australians at the most difficult time.

We can provide ageing and wellbeing support, from practical assistance with shopping, cleaning, gardening and cooking; to personal care to bathe and dress; or helping you participate in your favourite activities, your wellbeing and right to continue to live safely at home is our focus.

Our expert team of allied health professionals, from physiotherapists and occupational therapists to podiatrists, dieticians, social workers, we can enhance your wellbeing at home, helping you recover from illness, injury or surgery.

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Purpose and Values

Our aspiration is to create a better home care system for all Australians. Our human rights-based philosophy protects our clients' autonomy, endorses their rights and supports their ability to choose where they receive their care. In everything we do, we value:

- Integrity
- Respect
- Trust
- Compassion

Approach

Silverchain's approach includes:

- Next generation of Care
- Best Care
- Wellbeing
- Innovation
- Our History
- Our Reconciliation Plan



DIRECTOR, STRATEGIC CHANGE

POSITION PURPOSE

The Director, Strategic Change is a critical role within Silverchain, responsible for driving and overseeing strategic initiatives that lead to transformative change. This role will work closely with senior leadership to define and execute change management strategies that align with the company's vision and objectives. The Director, Strategic Change Lead will play a pivotal role in coaching, fostering a culture of adaptability, innovation, and continuous improvement across the organisation.

KEY ACCOUNTABILITIES

The Director, Strategic Change major accountabilities include:

- Change Strategy Development:
 - Develop comprehensive change management strategies that support the achievement of the organisation strategic goals.
 - Conduct thorough analysis to identify potential areas for change and improvement within the organisation.
 - Identify key stakeholders and create tailored approaches to engage and communicate with them effectively, inclusive of risk management and industrial relations.
- Change Implementation:
 - Lead and communicate with cross-functional teams responsible for executing change initiatives.
 - Develop detailed change plans, including timelines, resource allocation, key performance indicators (KPIs), communications and IR approach and risk assessments.
 - Provide guidance, coaching, and support to leaders, managers and project teams throughout the implementation process.
 - Consider and navigate the impact of change across portfolios and with local and national agendas.
 - Monitor progress and ensure timely completion of change projects, addressing any roadblocks or issues that may arise.
 - Implement best practices in change management, including communication plans, training programs, and performance metrics.
- Stakeholder Engagement:
 - Build strong relationships with key stakeholders, including executives, department heads, and employees, to gain buy-in and support for change initiatives.
 - Communicate the vision for change effectively to all stakeholders, ensuring understanding and buy-in at all levels of the organisation.
 - Address concerns, resistance, and challenges faced by stakeholders during the change process.
- Communication and Training:
 - Develop and execute communication plans that deliver clear, consistent, and compelling messages related to change initiatives.

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- Collaborate with the wider people and culture team to design and deliver training programs that equip employees with the skills and knowledge required to adapt to changes successfully.
- Measurement and Evaluation:
 - Establish KPIs and metrics to assess the effectiveness of change initiatives.
 - Continuously evaluate progress and make data-driven recommendations for adjustments and improvements.
- Change Culture Promotion:
 - Champion a culture of change agility and innovation throughout the organisation.
 - Encourage employees to embrace change as an opportunity for growth and improvement.

SELECTION CRITERIA

The Director, Strategic Change will demonstrate skills and knowledge in the following criteria:

1. A strong understanding and demonstrated experience in the principles of driving successful change, improvement and innovation programs.
2. The ability to understand and navigate digital strategies and platforms.
3. Proven leadership experience in complex organisations.
4. Demonstrated capacity to engage and influence at all levels.

QUALIFICATIONS

The incumbent must have:

1. Tertiary qualification or formal training in a relevant discipline.

REPORTING & KEY RELATIONSHIPS

The Director, Strategic Change reports to the Chief Executive Advisor and is part of the People & Culture Leadership team comprising Director, Organisational Development and Director, Human Resources.

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KEY DATA

Staffing

No direct reports
70 across the entire People & Culture team

Annual Budget

No Operational Budget Responsibilities

Service Location

Silverchain operates in Western Australia, South Australia, Queensland, New South Wales, and Victoria.
Hybrid working arrangements

Useful Links

[Silverchain Website](#)

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EMPLOYMENT TERMS & CONDITIONS

REMUNERATION

To be discussed

CLASSIFICATION

Common Law Contract Agreed Rates

PRE-EMPLOYMENT PROBITY CHECKS

Information on a person's suitability for appointment is obtained for all appointments. Potential appointees will be asked whether there are any reasons why they should not be appointed such as: Information on a person's criminal history and other associated probity checks will be sought from those candidates whose application has progressed to shortlisting for interview.

Applicants unsure about the definition of disclosable criminal convictions or status of any criminal conviction may wish to seek legal advice in responding to the probity check questions. (A 'disclosable' conviction is one that is recorded by the court and has not been rehabilitated or spent under the Criminal Law (Rehabilitation of Offenders) Act 1986 and, in the case of Commonwealth convictions, the Crimes Act 1914 (Commonwealth), and does not breach the confidentiality provisions of the Youth Justice Act 1992.)

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HOW TO APPLY

The closing date for applications is **Sunday 3 December 2023**

The reference number to include in your application is **H23_4624**

For a confidential discussion, please contact State Manager, Christine Leahy:

M: +61 (0)449953112

E: cleahy@hardygroupintl.com

Please submit your application via the HG website: https://www.hardygroupintl.com/job/director-strategic-change-h23_4624/

Note: Please use the online platform to submit your application. It will not be accepted via email.

If you require assistance in submitting your application online, please contact Executive Search Coordinator, Natasha Tirado: via @hardygroupintl.com / +61 0468 301 310

It is standard practice for HardyGroup to acknowledge receipt of your application no later than the next business day. We request that if you do not receive the acknowledgement, you contact the search coordinator listed above as soon as possible after the 24-hour business period and arrange to resend your application if necessary.

Your application must include:

1. Cover letter addressed to Christine Leahy, State Manager;
2. A written response addressing the key selection criteria, found on **page 8**; and
3. An up to date copy of your Curriculum Vitae

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REFEREES

You will need to provide details of three (3) professional referees. To do so, complete the relevant fields in the Candidate Profile. You should carefully consider who you select to approach to provide reference advice. Your current manager must be included. It is customary for referee reports to be requested after interview and if you are the preferred candidate, your permission will be requested prior to contacting your referees.

PERSONAL INFORMATION

HG complies with the Privacy Act 1988 (Cth), all applications are treated by HG in strict confidence, however in submitting an application you are extending permission to share your application with the Selection Panel.

Personal Information will be used to assess your suitability for appointment to this Positions Health Services. As part of the selection process, personal information will be dealt with in accordance with HG's Privacy Policy and the Information Privacy Act 2009.