

Position Description

Position Title	Change Analyst
Position Number	30010984
Division	Innovation & Digital Services
Department	Digital Services
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Code	HS5
Reports to	Chief Digital Services Officer
Management Level	Non Management
Staff Capability Statement	Please click here for a link to Staff Capability Statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY – We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Innovation & Digital Services Division

The Innovation and Digital Services Division is charged with delivering technology solutions that deliver on our vision. As well as responsibility for the mainstream ICT services and support the division encompasses Research and Development, Innovation, Clinical Information Systems, Project Management Office and Clinical Analytics.

The Division leverages ICT technologies and expertise to provide the technical foundations for innovation and transformation of our clinical service delivery. Critical to this is the successful implementation of an ePR in the acute setting and the development of innovative ways to use the data this will create. The Division is instrumental in building a strong culture of utilising health informatics and using data to drive innovation.

The Position

The Change Analyst reports to the Chief Digital Services Officer and plays a critical role in supporting teams affected by system and process changes. This position is responsible for deeply understanding the impacts of change on staff, mapping transition pain points, and ensuring tailored support strategies are in place to minimise disruption, address concerns, and build confidence in the new ways of working.

This position requires a high level of empathy, active listening, and problem-solving skills to support individuals and teams through change. A key focus will be on engaging closely with impacted staff, collecting and analysing feedback, and advocating for their needs within the project team to ensure that change is implemented in a way that is both practical and sustainable.

Strong analytical and communication skills will be critical to the position due to working closely with key stakeholders to identify, document, and assess change impacts, ensuring an evidence-based approach to transition planning and support.

This position suits an individual who is not only experienced in change impact analysis and business process mapping but also understands the human side of change, particularly in high-pressure healthcare environments where staff may be experiencing frustration and uncertainty.

Responsibilities and Accountabilities

Key Responsibilities

- Conduct detailed change impact assessments, including mapping affected teams, processes, and workflows to identify pressure points and challenges.
- Develop and maintain change impact reports, risk assessments, and stakeholder readiness insights to inform decision-making.
- Actively engage with teams experiencing the most disruption, ensuring their concerns are acknowledged, documented, and addressed through targeted support strategies.
- Work closely with clinical and operational staff to ensure that change interventions are realistic, practical, and aligned with frontline needs.
- Implement feedback loops to continuously assess the experience of impacted staff and adjust change activities accordingly.
- Support the design and execution of tailored change support programs, including mentoring, coaching, and small-group engagement sessions to build readiness and confidence.
- Assist in the development of clear, transparent communication that keeps teams informed, reassured, and involved in the change process.

- Participate in process review workshops and other forums to identify the best ways to support staff through system and process transitions.
- Contribute to the training and capability-building plan, ensuring it aligns with the real needs of affected teams.
- Track and monitor change adoption metrics, with a focus on the emotional and operational impact of change on staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this Position Description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the Code may constitute misconduct and/or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to co-operate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

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Key Selection Criteria

Essential

1. Degree in ICT, health, business, or related field or equivalent knowledge and experience in health system administration.

2. Demonstrated experience in change analysis, stakeholder impact assessments, and business process mapping within a large or complex organisation.
3. Proven ability to support teams through change, with a focus on minimising disruption, addressing concerns, and ensuring staff feel heard and supported.
4. Strong analytical and structured problem-solving skills, with experience assessing business process changes and identifying risks.
5. Experience developing data-driven change insights to inform communication, engagement, and training plans.
6. Demonstrated ability to foster trust, build relationships, and advocate for impacted teams within a change program.
7. Experience in managing multiple competing priorities, with a structured and proactive approach.
8. Excellent written and verbal communication skills, including the ability to translate complex change impacts into clear, actionable insights.

Desirable

9. Experience in working within a public health environment preferred.

Mandatory Requirements

National Police Record Check - A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation - As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This Position Description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.