

**JOB TITLE:** Change Management Specialist**FLSA:** Independent Contractor

This position will manage organizational effectiveness change across our team with creativity and innovative thinking to improve operations and environments for our clients. This position is responsible for supporting business change initiatives, leader development/coaching, change management and communications expertise to drive transformation. This team member works to drive faster adoption, higher utilization and greater organizational effectiveness of the changes that impact stakeholders to increase benefit realization, value creation, ROI and the achievement of expected results. This position will work with leaders across and cross functional team members across the organizations to support programs and projects that strengthen the alignment between business priorities and organizational strategy.

**ESSENTIAL FUNCTIONS:**

1. Researches the business and technical aspects of the clients' business to develop the knowledge needed to offer an option or view. Develops proposed change management solutions, addressing client business issues and objectives.
2. Consults with project teams to influence and integrate change management activities into their project plans. Contributes thought leadership to develop/enhance Communication strategies and plans for transformation programs.
3. Defines performance and stakeholder management strategies. Shapes people orientated works streams and management of change activities. Coaches and supports individuals focusing on team and program success.
4. Identifies risks and assumptions and shapes program governance. Creates an aligned leadership strategy with defined lines of accountability. Plans and facilitates meetings, webcasts, and training events for various stakeholders documenting outcomes and coordinating follow-up actions.
5. Creates proactive/reactive communication content, including messaging, presentations, memos, announcements, Q&A's, blog posts and other social media channels. Gains approvals for communications and distributes materials using internal tools and distribution channels. Solicits and receives feedback on content and gaps making recommendations to incorporate or build new content.
6. Partners with leadership on internal and external communications for employees, account teams, clients, and strategic partners. Partners closely with internal teams including leadership, clinical operations, data integrity and others as well as, defined employee resource groups, to identify opportunities for cross-functional collaboration and story amplification.
7. Collaborates on organizational development expertise, including but not limited to: drives strategic planning; oversees systems thinking; executive and senior level consulting; executive and senior leadership development and coaching; advances team formation and development; and facilitation.

**NOTE:** The essential functions are intended to describe the general content of and requirements of this position and are not intended to be an exhaustive statement of duties. Specific tasks or responsibilities will be documented as outlined by the incumbent's immediate manager.

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**MINIMUM QUALIFICATIONS:****Education and Experience:**

Bachelor's degree in a relevant field or equivalent experience.

Four or more years of progressive success within Human Resources, Project Management, Marketing or similar. The ideal candidate has a passion for process and operational improvement and a track record of thinking outside of the box to deliver innovations to better serve employees and clients. Superior change management skills - comfortable with ambiguity, able to methodically work through complex problems, set priorities and execute on commitments. Demonstrated literary creativity. Sensitivity to local culture / language norms and ability to modify messages to engage a national audience. Excellent at building and managing through relationships across the organization - with peers, and key stakeholders. Experience with developing communications and change management tactics for various audiences at different levels (e.g. executive, management, front-line employees). Technical aptitude; willingness to learn new tools and technologies. Flexible and adaptable; able to work in ambiguous situations and manage competing priorities. Ability to develop and maintain strong relationships at all levels. Strong organization and attention to detail skills. Ability to work independently and demonstrate a "roll up your sleeves" work ethic. Possess a high degree of integrity and sense of confidentiality.

Advanced skills in MS Office tools. SharePoint, MS Teams and/or other collaboration tools experience. Experience with consumer/social media.

**PHYSICAL/MENTAL REQUIREMENTS:**

*The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Mobility to work in an office setting, use standard office equipment and stamina to sit for extended periods of time; strength to lift and carry up to 10 pounds; vision to read printed materials and computer screens; and hearing and speech to communicate in person or over the telephone.

**WORKING ENVIRONMENT:** Work is performed in an office setting and subject to travel as outlined above and associated risks in healthcare environments.