

Change Management Professional

Seeking qualified applicants with consulting experience to partner with interprofessional healthcare teams to drive improvements in Team Performance & Behaviours

Full-time Position with Travel Requirements

Position Title Client Success Specialist

Reports To Vice President, Client Success (may report to a Manager, Client Success in the future)

ABOUT SALUS GLOBAL

Salus Global Corporation is a specialty consulting and implementation firm committed to transforming teams of experts into expert teams. Through programs like our flagship moreOB Program, Salus Global has worked with over 300 hospitals and 16,000 participants over the past 10+ years to help interprofessional healthcare teams improve quality of care and patient safety. The results include reductions in adverse events, reductions in costs, and improved teamwork and communications. Our vision is *to make Canada the best place in the world to give and receive healthcare.*

OVERVIEW

The Client Success Specialist is a key Change Management* member of the Client Success Team and significant contributor to Salus Global's vision *to make Canada the best place in the world to give and receive healthcare.*

The Client Success Specialist (CSS) partners with interprofessional healthcare teams in hospitals across Canada to strengthen the way they work together, thereby improving quality of care and patient safety. The CSS, along with senior members of the Client Success Team, customizes the change management components of Salus Global's proprietary moreOB | EX programs to align with our clients' change visions, and then executes on these components to drive client success. The CSS collaborates with client teams to implement change management strategies and plans to maximize participant engagement, extract full value from the programs, and anticipate and mitigate obstacles to the team's success. The Client Success Specialist helps drive improved adoption and higher utilization and proficiency with tailored change strategies to bring the greatest value to the client team and generate desired results.

Change management is the function that prepares, equips and supports our client's day-to-day activities to successfully adopt change through the use of processes, tools, and mechanisms to drive success and outcomes.

RESPONSIBILITIES

The Client Success Specialist is responsible for ensuring a client's moreOB | EX experience meets the program goals and objectives based on the identified plan of action. This role executes the specific change management components identified as part of the change vision provided by the client in partnership with the Change Consultant or other senior members of the Client Success Team.

- Apply approved change management processes and tools to create a strategy to support adoption of the changes required by a project or initiative
 - Leverage the moreOB | EX platform and process to provide an effective approach to the client situation, including readiness, environment, focus, cultural awareness, etc.
- Develop, deliver, and manage communication, stakeholder, engagement, adoption, and resistance management plans leveraging the moreOB | EX platform and processes
- Ensure information is communicated to the right client audiences, at the right time, in the right way, throughout the duration of the program
- Identify, analyze, and prepare risk and resistance mitigation tactics
- Provide a customized approach to meet the change vision
 - Create or significantly contribute to change enablement strategies and plans
- Provide presentation support, when identified by Consultant
- Support client sessions, including needs assessments, by capturing discussions and insights
- Track, monitor, measure and report risks, resistance opportunities, success metrics, and change progress using various tools and assessments
- Collaborate and manage relationships with the client teams (Core Team, Leadership, etc.) and the Salus Global Client Success Team to ensure the successful execution of the end-to-end change management strategy
 - Coordinate and schedule client connects with the Salus Global Client Success team, as required
- Build presentations for various levels of the client organization, identifying successes and opportunities related to change management functions
- Understand the full scope of services and solutions that Salus Global offers its clients, and be capable of fully describing these services and solutions with assigned client teams including client leadership, as appropriate
- Actively seek opportunities to expand the value Salus Global offers within assigned portfolio (e.g. be alert to issues affecting team effectiveness in other clinical areas) and bring to the attention of senior members of the Client Success Team or the Vice President, Business Development.
- Provide day-to-day support and guidance to a diverse client portfolio as assigned



- Actively participate in professional development activities including in-house training sessions, formal and informal coaching opportunities. Serve as a source of guidance and support to other members of the team; readily share knowledge and experience, assist the broader team in troubleshooting and solution identification for client teams that are struggling.

Knowledge and Experience

The ideal profile for this role includes the following educational background and work experience:

- A. Post-secondary education in any of the following broad fields of study:
 - Business / organizational behavior / leadership / change management
 - Healthcare
 - Education
 - Natural Sciences
 - Social Sciences
- B. 10+ years of work experience in complex organizations or multi-faceted team environments participating in or supporting considerable change, with evidence of career progression. Experience in supporting team success via the behavioural side of change is a strong asset.
- C. Experience in a client-facing role with responsibility for supporting client success in complex, professional environments.

If you are interested in being considered for this position, please submit your resume and cover letter to the attention of Human Resources, by emailing careers@salusglobal.com by July 9, 2021.

Salus Global welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Thank you for your interest in joining Salus Global. Applicants selected for an interview will be contacted directly.