

## NAN CORPORATE SERVICES

100 Back Street, Unit 200  
Thunder Bay, ON P7J 1L2  
www.nan.ca

Phone (807) 623-8228  
Fax (807) 623-7730  
Toll Free 1-800-465-9952

## JOB DESCRIPTION

### Manager – Change Management Specialist

Health Policy and Advocacy

#### Summary of Duties

The Manager – Change Management Specialist is responsible for leading organizational change management and ensuring clear, culturally grounded, and appropriate communication of Health Transformation across Nishnawbe Aski Nation (NAN). This role focuses on building comfort, trust, and consensus throughout the transition to a new NAN-led health system, supporting the implementation of Chiefs-in-Assembly resolutions, and ensuring First Nations leadership, communities, and partners are engaged and informed at every stage.

The Manager will develop and implement strategies that build readiness for change, reduce resistance, and strengthen consensus among stakeholders to ensure successful phased adoption of new health governance and service delivery models.

- **Change Management Leadership**
  - Lead the design, development, and implementation of change management strategies and frameworks for NAN Health Transformation.
  - Ensure consistent and culturally safe communication with NAN First Nations, Tribal Councils, leadership, and partners to build understanding and trust in the new system.
  - Translate complex policy and system changes into accessible and meaningful information for communities.
- **Consensus-Building & Engagement**
  - Facilitate consensus-building and comfort for Chiefs' Resolutions to phase into the new NAN health system.
  - Work with Chiefs-in-Assembly, community leadership, and staff to ensure voices are heard and concerns are addressed.
  - Develop strategies to manage concerns, expectations, and risks related to system transition.
- **Operational & Strategic Support**
  - Support the Director and Senior Management with reports, communications, and updates to Chiefs, Tribal Councils, and external partners.
  - Monitor, evaluate, and report on progress in achieving change management goals.
  - Develop training materials, workshops, and presentations to increase awareness and understanding of Health Transformation.
- **Communications**
  - Design and deliver communication strategies that promote transparency, clarity, and trust.
  - Provide tools and resources to staff and leadership for effective communication with communities.
  - Ensure culturally relevant approaches that reflect the traditions, languages, and protocols of NAN communities.

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### Management Duties

- Supervise staff supporting change management initiatives, ensuring tasks are completed effectively and aligned with project goals.
- Provide coaching and mentoring to team members to build capacity in communications and change management.
- Ensure a collaborative and supportive work environment, fostering open dialogue and trust.

### Other

- Must have ability to run errands and attend meetings at various locations during working hours.
- This position may require frequent travel at times by car (personal and or rental) or aircraft. The duration of travel may vary from day trips to multi-day overnight travel.

### **Competencies And Qualifications:**

*Candidate must possess the following skills and attributes:*

#### **Education:**

Bachelor's degree or equivalent combination of education and experience in health, communications, organizational development, or a related field.

#### **Credentials:**

Change Management certification is preferred

#### **Experience:**

3–6 years of experience in change management, communications, or organizational development.

Experience working with First Nations communities and leadership.

Knowledge of health systems, policy, or advocacy is an asset.

### **Knowledge & Skills:**

The Manager – Change Management Specialist requires knowledge of NAN member communities, team development and management, health, as well as budget development and reporting. The following skills and experience are required:

- Strong analytical and organization skills with ability to work on a wide range of issues simultaneously.
- Excellent oral and written communication skills complimented by effective presentation and facilitation skills.
- Excellent interpersonal skills with an ability to establish and maintain effective working relationships.
- Strong skills in proposal development, policy review and development.
- Experience working with First Nations combined with strong knowledge and appreciation for First Nations culture, traditional practices, and protocols.

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- Strong computer skills with expertise in Microsoft Word, Excel, and Power Point.
- Ability to communicate verbally, and through writing effectively and efficiently.
- Demonstrates respect for confidentiality and makes sound decisions.
- Must be able to undertake, lead and complete assigned projects and duties independently and effectively.
- Knowledge and understanding of Indigenous culture and traditions within the NAN territory
- Fluency in NAN dialect (Cree, Anishininimowin or Ojibway) an asset.

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### Working Conditions:

- Work within an office setting.
- Work within member First Nation Communities.
- Travel via motor vehicle and aircraft.

### Accountability

This position is under the day-to-day supervision of the department Director with further accountability to the Chief Administrative Officer for overall performance.