



## Job Posting

**Job Title:** Change Management Specialist  
**Department:** Strategy, Quality Improvement and Performance  
**Status:** Full-time; Temporary (12-month Contract)  
**Location:** Vancouver, BC; Hybrid

### Who We Are

The College of Complementary Health Professionals of BC (CCHPBC, or the College) is located on the traditional, ancestral, and unceded lands of the xʷməθ kʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations. The College regulates over 12,000 health professionals, including chiropractors, massage therapists, naturopathic physicians, traditional Chinese medicine practitioners, and acupuncturists across British Columbia.

Formed on June 28, 2024, through the amalgamation of four provincial health profession regulators, the College was established as part of the Ministry of Health's initiative to modernize the health profession regulatory framework in B.C. Its primary role is to protect public health and safety by licensing and regulating health professionals and the settings in which they practice. This includes ensuring that every health professional within its purview is fully qualified to provide safe and ethical care.

### About This Employment Opportunity

The College is seeking a Change Management Specialist to support the successful implementation of the Health Professions and Occupations Act (HPOA) and Customer Relationship Management (CRM) system projects.

This temporary full-time position (12-month, with the possibility of extension for an additional 12 months) is responsible for designing, developing, and executing change management strategies that drive employee adoption and reduce resistance, ensuring the successful delivery of the HPOA and CRM initiatives. Reporting to the Executive Director, Strategy, Quality Improvement & Performance; and collaborating closely with the Project Manager, executives, and cross-functional teams, the Change Management Specialist will play a key role in guiding the organization through these transformative changes.

It is essential for all College staff to contribute to a team approach with a public protection focus, delivering efficient services that align with and allow the College to meet its regulatory, strategic, and operational goals.



## Supervisory and Reporting Responsibilities / Relationships

Reports to:

- Executive Director, Strategy, Quality Improvement & Performance

Direct Supervision:

- None

## Duties and Responsibilities (include but are not limited to)

- Create comprehensive, scalable change management strategies and plans tailored to the HPOA & CRM projects, including conducting change impact assessments, stakeholder analysis, and readiness evaluations.
- Partner closely with the Project Manager to embed change management activities into the overall project plan, ensuring people-side risks are identified and mitigated.
- Collaborate with the Communication Team to develop a robust communication plan and create a “two-way” dialogue.
- Craft clear, compelling, and consistent messages tailored to different audiences to address specific concerns.
- Act as a trusted advisor to executives and leaders, coaching them on their role in leading change and building coalitions of support.
- Work with Subject Matter Experts to identify new skills, knowledge, and behaviors required in the post-change environment.
- Oversee the development of training materials and learning supports to address skill gaps.
- Ensure support structures such as super-user networks are in place for the post “go-live” to sustain the change.
- Define performance indicators and evaluate the effectiveness of change initiatives.
- Proactively identify and address sources of resistance. Develop and implement tactics to overcome barriers to change.
- Develop mechanisms to celebrate successes, reinforce adoption, and ensure integration into business-as-usual operations.
- Perform other duties, functions, and responsibilities as assigned by the Executive Director, Strategy, Quality Improvement and Performance.

## Qualifications and Skills

- Minimum of five (5) years of experience in change management, organizational development, or a related discipline.
- Change Management Certification is required
- Post-secondary education in Human Resources, Industrial/Organizational Psychology, Business Administration, Organizational Behaviour, or a related field is preferred.
- Demonstrated experience leading change management efforts for complex, multi-stakeholder projects.



- Strong knowledge of change management methodologies, frameworks, and tools (e.g., Prosci ADKAR).
- Excellent facilitation, coaching, and influencing skills, with the ability to engage leaders and staff at all levels.
- Strong oral and written communication skills, with the ability to develop clear and audience-specific messaging.
- Experience designing and delivering training or learning solutions to support organizational change.
- Exceptional organizational and project management skills; able to manage multiple priorities in a dynamic environment.
- Knowledge of health regulation, government, or public sector environments is considered an asset.
- Project Management designation (e.g., PMP) is an asset.

An individual who meets either the established formal qualification or the accepted equivalency can be considered equally for this role.

## Compensation and Perks

The compensation for this position ranges from \$100,000 to \$117,854 annually, based on a 37.5-hour work week. The starting salary will be determined by factors such as the candidate's job-related knowledge, skills, experience, the salaries of peers within the same range, market conditions, and other relevant considerations.

CCHPBC offers a competitive compensation package, including health, dental and vision benefits, employee assistance program, and paid time-off package. Other perks include flexible hybrid work arrangement, professional development opportunities, and office closures for the 11 statutory holidays in B.C., as well as Easter Monday and Boxing Day.

## Application Process

If you are interested in joining our team, **please submit your resume and cover letter on our careers portal on our website, [www.cchpbc.ca/about/#careers](http://www.cchpbc.ca/about/#careers) by September 30, 2025.** This position will remain open until filled, but priority will be given to applications received by the deadline. References, education and credential verifications, and a criminal record check may be required for final candidates. Internal applicants will need to submit an application with the HR team via email by September 10, 2025.

Preference will be given to candidates residing in the Lower Mainland, British Columbia. Please note that this position is open only to individuals who are legally authorized to work in Canada. Relocation assistance is not available for this role.



The College provides accommodations for applicants with disabilities throughout the selection process. If you require accommodation, please inform us when contacted for an interview or assessment. All accommodation information will be kept confidential.

We appreciate all applications; however, only those selected for an interview will be contacted.