

**CHANGE MANAGEMENT CONSULTANT**

Country: The Commonwealth of The Bahamas

Supporting Institution: Inter-American Development Bank

Programmes: Program to Support the Health Sector to Contain and Control Coronavirus and to Mitigate its Effects in Service Provision & Programme to Support the Health System Strengthening of The Bahamas

Project Number: BH-L1053 and BH-L1055

Loan Number: 5179/OC-BH and 5296/OC-BH

Sector: Health

Deadline: 27 July 2022

Consultancy: Change Management Consultant

Consultancy Location: Onsite, Nassau, The Bahamas

Reports to: Project Coordinator – Project Execution Unit

The Ministry of Health and Wellness (MOHW) of The Bahamas has received financing from the Inter-American Development Bank (IDB), toward the cost of the Program to Support the Health Sector to Contain and Control Coronavirus and to Mitigate its Effects in Service Provision & the Programme to Support the Health System Strengthening of The Bahamas and intends to apply part of the proceeds for the consulting services of an **Change Management Consultant**.

The successful individual will work as a part of the MOHW's Project Execution Unit on a contractual basis and report to the IS4H Lead – Project Execution Unit or designated alternate.

The successful individual will also work collaboratively with other leaders from across the MOHW and national health system stakeholders, as well as with other ministries and international partners. The successful individual will oversee and manage the implementation of a strategic change management plan to support the successful implementation and adoption of an electronic health information system in the community public clinics. This contract is expected to run for 24 months in the first instance commencing 1st August, 2022.

Main responsibilities include:

- Review and validate existing related products to prepare a Change Management Strategic Plan with Ministry teams, identify support needs and identify appropriate tools to support change management in the digital health space;
- Develop or verify an implementation plan for the prepared strategy;
- Conduct training sessions on change management models and techniques, aimed at the ministry team and/or actors involved in the digital transformation process.
- Managing the communications and views internally
- Creating and conducting the coaching and training sessions, including e-learning for various audiences, including customer management and leadership.
- Ensuring project goals are met and executed by working with numerous internal resources
- Mentoring and supporting team members on change management skills and assigning tasks where relevant



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- Helping with and leading on any colleague engagement programmes to do with internal change management
- Identifying suitable communication strategies and building on these, reviewing the plans and delivering reports to the executives
- Assist in creating and/or revising TOR; implementation plans, budgets for the implementation of change management in the components related to telemedicine, electronic health records and other digital health information systems.
- Act as a technical counterpart of providers or organizations when required
- Report fortnightly on the progress being realised in the implementation of the change management strategy for digital health systems;
- Prepare a final report on the experience in executing the change management strategy.

The successful candidate should have the following skills:

- **Education:** Master's degree in social sciences, behavioural sciences, medical informatics, medical sciences, administration or related field, with some exposure to courses in organizational transformation and / or change management.
- **Experience:** Minimum of 5 years of experience in the area of change management, preferably in the health field and in the context of strategic planning of electronic health at the national level – not necessarily in The Bahamas, digital health or other information systems of Health. Said experience must be accredited through demonstrated work in projects at the national, provincial, sectoral or large-scale organizations.
- **Languages:** Advanced writing, communication, and presentation skills in English
- **Core and technical competencies:** Demonstrable expertise and knowledge of change management methodologies; Demonstrate practical experience in supporting significant organizational change; Ability to acknowledge and address any client issues Self-motivated individuals with energy and drive, able to work with little supervision and track multiple processes; Good interpersonal skills with the ability to interact culturally, linguistically, and diplomatically with diverse internal and external individuals; Good negotiation skills.

The Ministry of Health & Wellness now invites eligible Consultants to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. Consultants will be selected under the National Competitive Bidding Selection procedures set out in the IDB's: Policies for the Selection and Contracting of Consultants financed by the IDB and it is open to all eligible bidders as defined in these policies. Consultants will be selected under the International Competitive Bidding Selection method set out in Selection and Contracting of Firms Policies. Only Short-Listed Individuals will be contacted.

Further information can be obtained by e-mail: MOHWPEU@BAHAMAS.GOV.BS. Submit all CVs and qualification documents must be submitted Re: **Procurement Specialist** to E-mail: MOHWPEU@BAHAMAS.GOV.BS on or before 5:00 pm on **27 July 2022**.