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## Change Management Lead

### Position Overview

The Change Management Lead at Evergreen Healthcare Partners will drive the successful adoption of a company-wide Digital Transformation initiative and future change intensive initiatives. This role will be responsible for managing organizational change strategies, stakeholder engagement, process optimization, and training programs to ensure a seamless transition. The Change Management Lead will work cross-functionally to develop communication plans, facilitate business process improvements, and measure adoption success, setting the foundation for continuous innovation.

The ideal candidate is an experienced change leader who excels in guiding teams through transformation, aligning stakeholders, and implementing training and enablement strategies to maximize employee adoption and business impact.

The person in this role actively contributes to our culture of belonging, where everyone feels welcome and supported. In addition, this person embraces Evergreen's goal of being the "Best Place to Work" through building relationships, working collaboratively, and embodying our company's values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).

The Change Management Lead is a member of Evergreen's Finance and Operations vertical, as well as the Digital Operations team. This position reports to the VP, Digital Operations. Work can be done either in-person in our Middleton, WI office, fully remote, or hybrid.

### Essential Functions

#### Change Management

- Develop and execute change management plans to support digital transformation initiatives, including communication strategies and stakeholder engagement.
- Design and facilitate stakeholder engagement plans to drive alignment and buy-in across teams.
- Identify potential risks and anticipate resistance to change. Create and manage measurement systems to track the adoption, utilization, and proficiency of individual changes.
- Provide coaching and support to managers and supervisors to help them manage their teams through transitions.
- Create and facilitate communication strategies that effectively inform, educate, and engage employees.
- Develop and/or facilitate change control process
- Track change adoption metrics and adjust strategies as needed to ensure successful implementation.

#### Business Process Analysis

- Collaborate with cross-functional teams to analyze and document key business processes before, during, and after transformation.

### Hiring organization

Evergreen Healthcare Partners

### Job Location

6720 Frank Lloyd Wright Ave, Suite  
200, 53562, Middleton, WI, USA  
Remote work possible

- Identify process gaps, inefficiencies, and opportunities for improvement.
- Create visual storyboards and process maps and workflow diagrams using tools such as Visio or Miro.
- Develop and track baseline and performance improvement metrics to measure the effectiveness of change initiatives, adoption rates, and overall impact on business processes.

### **Training Program Management**

- Create and oversee training programs in support of adoption of digital transformation and future initiatives.
- Guide the development of role and vertical-based training plans.
- Design enablement templates and establish standards for all communication artifacts including training guides, e-learning modules, FAQs, and process manuals to facilitate smooth transitions.
- Document all change management activities and ensure that documentation is updated and maintained.
- Collaborate with subject matter experts (SMEs) and external consultants to ensure training and communication content is effective and comprehensive.
- Ensure training aligns with company goals, industry standards, and compliance requirements.

### **General**

- Uphold Evergreen’s mission (Create authentic partnerships that improve healthcare) and values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).
- Cultivate meaningful relationships across Evergreen and with external partners.
- Embrace radical candor by developing relationships across Evergreen and providing direct feedback and recognition at all levels.
- Communicate in meetings, one-on-ones, and daily interactions with clarity, purpose, and respect for the individuals involved in the discussion.
- Participate in or lead cross-functional projects.
- Coordinate and support company-wide programs and special projects.
- Serve as subject matter expert for your team and role.
- Support colleagues and Evergreen’s growth by participating in hiring, onboarding, ongoing training, and other duties as assigned.
- Participate in the development, documentation, and improvement of processes, procedures, and policies, in alignment with Evergreen’s mission and values.
- Assist and back up other colleagues when necessary.
- Embrace change as Evergreen scales systems and processes.
- Attend Evergreen’s in-person annual retreat one time per year.

### **Qualifications**

- 10+ years of relevant experience, including at least 5+ years focused on change management in the context of large-scale technology, organizational, or process transformation.
- Proven experience in business process architecture, change management, or similar roles.
- Familiarity with change management frameworks (e.g., ADKAR, Prosci).
- Strong experience in process mapping and documentation tools (e.g., Visio, Miro).
- Experience designing training enablement programs.
- Excellent stakeholder engagement and communication skills.

- Intermediate knowledge and experience using Microsoft 365 products: Word, Excel, PowerPoint, Teams, and Outlook, along with experience using a and other relevant software applications.
- Excellent interpersonal skills with the ability to manage sensitive and confidential information with professionalism and diplomacy.
- Ability to establish and maintain effective working relationships with diverse groups of team members, managers, and vendors.
- Demonstrated commitment to put forth consistent effort and successfully complete assigned tasks in a timely manner without sacrificing quality.
- High attention to detail, including strong time management, analytical, organizational, and active listening skills.
- Ability to contribute to a positive working environment.

#### **Preferred Qualifications:**

- Certification in Business Process Management (BPM) or Change Management (Prosci, ACMP).
- Knowledge of Lean, Six Sigma, or Agile methodologies.
- Experience with digital transformation initiatives.
- Experience with Workday and/or Hubspot implementations.
- Experience working in or in support of professional services organizations.

#### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

#### **Salary Range**

\$ 120000 - \$ 165000, depending on experience, in addition to bonus eligibility and a comprehensive benefits package.

#### **Work Hours + Travel Requirements**

Evergreen's core working hours are 9am – 5pm Central Time, and most of our internal meetings take place during this window. Flexible schedule available in consultation with management. Occasional domestic travel up to 5%. If remote, travel might include annual visit to Evergreen's headquarters in Middleton, Wisconsin.

#### **Physical Demands**

Prolonged periods sitting at a desk and working on a computer. Must be able to lift up to 15 pounds at a time.

#### **Work Authorization Requirements**

Evergreen is interested in every qualified candidate who is eligible to work in the United States. However, we are currently unable to sponsor work visas. At this time, candidates must reside in the U.S. to be eligible to work at Evergreen Healthcare Partners.