

Position Description	
Title	Digital Change Lead
Status	Part-time (0.8 FTE), fixed term contract 12 months
Grade	SCHADS Award Level 6
Reports to	Director of Quality and Impact
Direct reports	Nil
Location	WAGEC's Redfern Head Office and regular travel to other WAGEC sites
Date approved	Aug 2026

Organisational Context

The Women's and Girls' Emergency Centre (WAGEC) is a non-government, not-for-profit, charitable organisation that supports clients in crisis and advocates for social change in the community. By 'client', we refer to all women (cis and trans), families and non-binary people comfortable in women-centric spaces.

We work across Sydney, on the lands of the Gadigal, Wangal and Dharug people of the Eora Nation and our activities extend across many Aboriginal nations and language groups. We seek always to work respectfully in partnership with communities and in accordance with local protocols.

For over 45 years we have been doing this work in partnership with community, business and government stakeholders. Every night, we support 200 clients impacted by homelessness, domestic violence and systemic disadvantage. Equally, we seek to address the underlying causes of gender-based violence through primary prevention activities to end gender-based violence in a generation.

Our Vision

Build a community free from gender-based violence by harnessing collective power and shaping a safer future for generations to come.

Our Purpose

We create safe spaces for women and families impacted by homelessness, domestic and family violence and systemic disadvantage. We create enduring change in times of crisis through access to safety, housing, and material support. We work with our communities to advocate social change. We are trauma-informed, culturally responsive and respectful in our practice and the design of our programs and activities. The safety and wellbeing of children and young people is at the core of WAGEC's work.

Our Values

Our values are how we show up – with passion, purpose, and allyship.

- **Respect** – every person matters
- **Collaboration** – change happens together
- **Social Justice** – dismantles injustice, build what's fair
- **Adaptability** – unlearn, relearn, grow.

Program overview – Quality and Impact- Systems & Technology

The Quality and Impact (Q&I) department drives continuous quality improvement and effective business operations and service delivery across WAGEC. The team aims to strengthen client services, workplace productivity, and social impact across the organisation. A multi-disciplinary team, Q&I is responsible for a broad range of essential business functions and strategic projects, including facilities management, accreditation, evaluation, child safety, organisational improvement, systems, and technology.

Working closely with the Q&I team, Technology and Systems Manager, Digital Uplift project teams and WAGEC's existing IT service providers, the Digital Change Lead will support the delivery of the four key pillars of WAGEC's **Digital Uplift Strategy 2026 to 2027**:

1. **Optimise WAGEC's IT environment:** Consolidate and simplify our technology environment.
2. **Build capacity and capability:** Improve productivity and enable our people to use technology effectively.
3. **Lead technology as an enabler:** Use technology to support innovation, service delivery and organisational effectiveness.
4. **Strengthen security and governance:** Improve cybersecurity, risk management, data governance and technology maturity.

At WAGEC, 'digital' encompasses the people, processes, data, governance and technologies that enable effective service delivery, decision-making, risk management and organisational performance. Technology is an enabler of these outcomes, not an end in itself.

Position Purpose: Digital Change Lead

The Digital Change Lead is responsible for helping WAGEC's people successfully adopt and embed new systems, processes and digital ways of working. To support WAGEC's continued growth and expansion of metropolitan and statewide services, the role will help build digital capability and enable effective change management.

The role leads the people side of the Digital Uplift through stakeholder engagement, communications, training, user readiness and implementation support. Working across the organisation, the role builds capability, supports staff through transition, and promotes continuous improvement following implementation. The Digital Change Lead ensures that digital uplift initiatives are not simply implemented, but understood, adopted and embedded into everyday work in a way that is practical, inclusive and aligned with WAGEC's operational needs and organisational values.

The core responsibilities of the role are:

1. Digital Change and Uplift Leadership (35%)
2. Systems Adoption and User Enablement (30%)
3. Implementation and Improvement (30%)
4. WAGEC culture (5%)

Core Position Responsibilities

1. Digital Change and Uplift Leadership (35%): Plan and lead the people-side of digital change initiatives to enable business objectives.	
Key focus areas	a) Lead the people and organisational change components of WAGEC's Digital Uplift Strategy. b) Develop and implement strategies and plans for digital initiatives, ensuring staff are appropriately informed, engaged and ready for change. c) Assess the organisational, operational and workforce impacts of digital initiatives and prepare appropriate responses d) Build understanding, confidence and ownership through effective stakeholder engagement and communication e) Translate technical and system changes into clear, accessible and practical information for staff and stakeholders. f) Identify barriers to change and develop practical strategies to support successful adoption. g) Support leaders and managers to effectively communicate and embed digital change in their teams. h) Ensure digital change approaches are inclusive and accessible to all staff, and responsive to varying needs and levels of digital confidence across WAGEC
Performance Measures	• Digital change initiatives have clear and appropriate change strategies, plans, stakeholder maps, risk management and communication approaches. • Staff feedback indicates that communications and engagement are clear, timely and relevant. • Change and adoption risks are proactively identified, monitored and escalated where required.

2. Systems Adoption and User Enablement (30%): Build confidence, capability and sustainable use of technology or digital tools	
Key focus areas	a) Lead user readiness and adoption activities for new, enhanced and existing digital systems and tools. b) Develop and coordinate staff training and support that builds confidence and capability. c) Develop practical user guides, FAQs, training materials and other support resources.

	d) Deliver or facilitate training, demonstrations, workshops and information sessions. e) Coordinate user testing, feedback and readiness activities prior to implementation. f) Work with teams to understand user needs, workflows and operational requirements. g) Monitor adoption following implementation and identify where additional training, communication or support is required. h) Gather feedback and use insights to improve the user experience and systems effectiveness i) Support staff to transition to new systems and ways of working. j) Work with People and Culture on building digital capability development for staff.
Performance Measures	• Training and support resources are accessible, practical, fit for purpose and available when required. • Staff demonstrate increased confidence and capability in using key digital systems and tools. • User feedback demonstrates that systems are understood and can be effectively integrated into day-to-day work. • System owners and teams report improved adoption and reduced reliance on manual or unsupported workarounds. • Post-implementation support is effectively transitioned into business as usual.

3. Implementation and Improvement (30%): Coordinate the end-to-end activities needed to implement and improve digital solutions.	
Key focus areas	a) Coordinate change and adoption activities across digital projects and implementation workstreams. b) Develop and maintain implementation plans, schedules, actions, and deliverables relating to change and adoption. c) Coordinate project meetings, workshops, user testing, communications and implementation activities. d) Work with staff, Technology and Systems Manager, and external providers to deliver implementation activities. e) Ensure change, communication, training and user readiness activities are appropriately aligned with technical implementation. f) Track risks, issues, actions and dependencies relating to change and adoption and escalate matters appropriately. g) Support the preparation of project documentation, status reports and governance materials. h) Coordinate post-implementation activities, including feedback, user support, lessons learned and transition to business as usual. i) Support staff and system owners to maintain focus on intended organisational outcomes and benefits.

Performance Measures	• Min. of 4 days per month (pro rata) working from or attending different WAGEC sites • Projects demonstrate clear consideration of people, process and adoption impacts alongside technical delivery. • User testing and readiness activities are completed before relevant implementation of milestones. • Project risks, issues, actions and dependencies are accurately tracked and escalated in a timely manner. • Post-implementation reviews are conducted, and findings incorporated into future initiatives and business-as-usual processes.
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4. WAGEC culture (5%): proactively contribute to WAGEC's overall culture and impact	
Key focus areas	a) Work in a manner consistent with WAGEC's purpose, values, and strategy. b) Champion a culture of continuous improvement c) Apply WAGEC's values to ethical dilemmas, managing d) your professional and personal obligations at work. e) Maintain a strong and healthy professional identity and approach through participation in regular supervision, self-care, and professional development f) Contribute to WAGEC's overall social impact by delivering on role expectations, from time to time performing other duties as requested by your Manager and being a proactive team member.
Performance Measures	• Provide examples of personal contribution to maintaining a safe, ethical, and effective culture • Provide examples of applying our values of Respect, Collaboration, Social Justice and Adaptability in your work

Key selection criteria	
Experience	• Demonstrated experience leading organisational change, digital adoption, and service improvement initiatives. • Experience implementing business systems, technology platforms or process improvements. • Experience designing and delivering training, capability development and user support programs. • Demonstrated experience supporting the effective use of Microsoft 365 platforms, including SharePoint, Teams, Planner and Copilot. • Experience coordinating business readiness, user acceptance, implementation and post-implementation reviews • Experience facilitating workshops, stakeholder engagement and co-design activities. • Experience developing and monitoring change adoption, engagement and capability metrics. Desirable: • Experience in community services, human services, health, education or not-for-profit sectors. • Knowledge of structured change approaches such as Prosci or similar. • Experience supporting CRM or fundraising system implementations. • Experience supporting AI adoption initiatives. • Experience working with external technology providers, consultants and multi-disciplinary teams.
Required skills	• Working at WAGEC requires resilience, as staff may be exposed to disclosures of sensitive information which may include child sexual abuse, domestic violence and child protection issues. • Ability to work in a culturally responsive and respectful way with Aboriginal and Torres Strait Islanders, people from culturally diverse and LGBTIQ+ communities • Strong facilitation, stakeholder engagement and relationship management skills. • Ability to translate technical concepts into accessible language for diverse audiences. • Strong planning, prioritisation and problem-solving skills • High level organisational skills and attention to detail.
Preferred knowledge	• Innovative strategic thinking with the aim of improving organisational efficiencies through technology solutions • Advanced cybersecurity awareness, coupled with practical knowledge of implementing risk management strategies • Good practice data management, privacy and AI governance frameworks

	Understanding of the causes and impacts of vicarious trauma and a commitment to workplace safety.
Qualifications / licences	- Qualifications and/or equivalent experience in the areas of IT, digital systems, user experience, change and/or project management, or other relevant fields. - Training/Facilitation qualifications highly regarded. - NSW Working with Children Check - essential - NSW Driver's License - desirable - National Police Check (Having a criminal record does not automatically exclude you from this role. Please discuss your situation with us confidentially.)

General employment conditions

All WAGEC employees, volunteers, students and contractors are required to:

- Understand and adhere to WAGEC's vision, purpose, values and ethical stance
- Proactively and positively contribute to WAGEC's culture and impact
- Work in accordance with WAGEC policies and procedures
- Demonstrate respectful and culturally appropriate ways of working
- Comply with all Workplace Health and Safety systems and practices
- Maintain a valid NSW Working with Children Check and comply with all WAGEC child safeguarding and protection measures
- Comply with relevant NSW legislative requirements.

WAGEC is entitled to employ only female, female-identifying, and non-binary staff, due to the nature of our service, under the Anti-Discrimination Act, 1977 (NSW) Section 31.

This role may be required to lift moderately heavy items on occasion.

WAGEC is a child safe organisation and committed to the safety, wellbeing, and empowerment of all children that we engage with in our services and community. We have a whole organisation approach to upholding children's rights and striving to prevent all forms of harm, abuse and neglect for children and young people.

I understand and agree to the responsibilities and terms of this Position Description:

Employee Name	
Employee Signature	Date:
Manager Name	
Manager Signature	Date: