



# Susan Bihun

An accomplished executive specializing in the management and delivery of social and health services. Her expertise includes managing multimillion dollar operations, and building and fostering highly competent senior management teams who function in complex environments. Susan is a strong collaborative leader and a highly effective change manager, with extensive experience in governance and accountability, amalgamations and managing diverse stakeholders and complex labour relations.

## SELECTED ACHIEVEMENTS

- Executive responsibility for a multimillion dollar initiative that resulted in the closure of Ontario's three facilities for adults with developmental disabilities within budget and on time.
- Facilitation of integration/amalgamation of numerous organizations in health and social services sector
- Expertise in strategic planning and effective change management
- Wide ranging experience in executive management of unionized organizations
- Improved service delivery and outcomes for families of special needs children through the establishment of a process that engaged senior health, hospital and social services executives

## PRIOR EXPERIENCE

- The Osborne Group
  - Children's Miracle Network
  - Canada's Children's Hospital Foundations
  - YMCA Canada
  - United Ways/Centraide; Toronto, York Region, Kitchener-Waterloo, Cambridge and North Dumphries, Sudbury and Temiskaming
  - Habitat for Humanity Greater Toronto Area (formerly Toronto, Brampton and York Region)
  - Western Ontario Community Resource Centre
  - Kingston Military Family Resource Centre
  - Therapeutic Educational Living Centres Inc.(TELCI)
  - Nelson House Women's Shelter
  - Ontario Ministries: Attorney General and Community and Social Services
  - Ontario 211 Services Corporation
  - National Coordinating Centres for Public Health
  - Children's Aid Societies: The County of Bruce / Owen Sound and the County of Grey
  - Mental Health Commission of Canada – Toronto Demonstration Site - Housing First
- Ministry of Community and Social Services – Director, Eastern Region, Operations Division
- Ministry of Children and Youth Services – Director, Eastern Region, Service Management Division
- Ministry of Community and Social Services – Executive Lead Director, Facilities Closure Project
- Ministry of Community and Social Services – Community Program Manager, Municipal and Community Services
- Tri Ministry Project (Ministries of Education, Health, Social Services) – Provincial Nursing Homes Initiative
- Family Service Center of Ottawa
- Ottawa Housing Authority
- Ontario Housing Corporation

## QUALIFICATIONS

- Carleton University – Bachelor of Arts; Masters of Arts in Public Administration
- United Way of Ottawa – Board of Directors
- United Way of Ottawa – Member Governance Committee
- Ottawa Carleton Lifeskills - Board of Directors
- Ottawa Carleton Lifeskills - Chair - Governance Committee
- Success by Six – Council of Partners
- Hire Immigrants Ottawa
- Nepean Ottawa Diving Club – past President
- Canadian Amateur Diving Association (Ontario) – past Vice President

