



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
 - Peel CAS
 - Ministry of Children, Community and Social Services – Peel CAS Comprehensive Review
 - Brant FACS and CAS Haldimand Norfolk - Amalgamation Facilitation
 - Andrew Fleck Children's Services
 - United Way Sudbury, Nipissing and Temiskaming
 - 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; Member of Governance Committee
- Ottawa Carleton Lifeskills - Board of Directors; Chair – Governance Committee
- Success by Six – Council of Partners
- Hire Immigrants Ottawa

