



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 Governance Review
 - Ministry of Children, Community and Social Services – Peel CAS Comprehensive Operational Review
 - Brant FACS and CAS Haldimand Norfolk - Amalgamation Facilitation and Project Management
 - Andrew Fleck Children's Services Board Governance
 - United Way Sudbury, Nipissing and Temiskaming Amalgamation
 - Children's Miracle Network formation of a new model now known as Canada's Children's Hospital Foundations
 - YMCA Canada review of Children's Services
 - United Ways/Centraide; Toronto, York Region, Kitchener-Waterloo, Cambridge and North Dumfries, Sudbury and Temiskaming – Amalgamation Facilitation and Project Management
 - Habitat for Humanity Greater Toronto Area (formerly Toronto, Brampton and York Region) Amalgamation Facilitation and Project Management
 - Western Ontario Community Resource Centre Operational Review of Seniors Day Program
 - Kingston Military Family Resource Centre Governance
 - Therapeutic Educational Living Centres Inc.(TELCl) Facilitated the closure of the agency
 - Nelson House Women's Shelter Operational Review
 - Ontario Ministries: Attorney General and Community and Social Services
 - Ontario 211 Services Corporation
 - National Coordinating Centres for Public Health facilitate the development of a new governance model
 - Children's Aid Societies: The County of Bruce/Owen Sound and the County of Grey Amalgamation Feasibility Study
 - Mental Health Commission of Canada – Toronto Demonstration Site – Housing First
- Director, Ontario Ministry of Community and Social Services
- Director, Ontario Ministry of Children and Youth Services
- Executive Lead Director, Facilities Closure Project, Ontario Ministry of Community and Social Services
- Community Program Manager, Municipal and Community Services, Ontario Ministry of Community and Children's Services
- Tri Ministry Project (Ministries of Education, Health, Social Services) – Provincial Nursing Homes Initiative
- Family Service Center of Ottawa
- Ottawa Housing Authority

QUALIFICATIONS

- Carleton University – Bachelor of Arts; Master 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
- Ottawa Shared Services Organization – Board of Directors
- Success by Six – Council of Partners
- Hire Immigrants Ottawa

