

J. Denis Boileau

58 rue de l'Atmosphère, Gatineau, Québec J9A 2W5
819-503-5897 dboileau7171@yahoo.com

BILINGUAL MANAGEMENT PROFESSIONAL

Visionary leader dedicated to building high-performing agencies by transforming challenges into confirmed business opportunities to enrich the agency.

'Denis, you have been a valuable and contributing team member of VNACare. It will be difficult for VNACare to carry on without your presence, insight, ideas, and know-how for implementing projects, policies and strategies. You have certainly left your mark upon this agency and all of its employees.' President, VNACare, Los Angeles.

KEY TALENTS

Leadership/Management

- Managing all aspects of an organization. (strategic planning, identifying priorities, setting goals/objectives, human resources, revenue generation and more).
- Performance measurement and evaluation.
- Team building, motivating and mentoring employees to achieve their best performance.

Business development

- Fostering new solutions, revenue, partnerships and services or products.
- Analyzing business systems to achieve and surpass expected goals.
- Continuous quality improvement.

Marketing/Communications:

- Creating brand image and building community awareness.
- Being the agency's spokesperson.

PROFESSIONAL EXPERIENCE

Independent Living Canada **National Manager** (contract) August 2016 –
IL Canada is the National umbrella organization, representing and coordinating a network of 25 Independent Living Centres across Canada who are run by and for people with disabilities.

- **Headed** integration and collaborative initiatives with the 25 centres which resulted in attracting and creating new partnerships with 50 new agencies.
- Led **fund development** initiatives and achieved an increase of 30% in funds received.

Occupational Health Clinics (OHCOW) **Executive Director** April 2013 – July 2016
OHCOW provides occupational health services to workers in Ontario. Managed three (3) clinics, leading the team and supervising budget revenues and expenditures.

- **Identified** need for services in a new region. **Developed** new services to respond to identified needs. **Conceived**, staffed and operated this new clinic.
- Services and **revenues increased by 15%/year** in all three clinics by streamlining present and offering new services.

Maison Fraternité

Executive Director

Jan 2010 – March 2013

Maison Fraternité offers residential services (38 beds) and external services at 3 different sites to people living with an addiction and mental health issue.

- **Created a new service** and the **budget doubled** within three (3) years and staff increased by 30%.
- Clients served grew by 10%/year by **implementing** a quality improvement process.
- **Executed** a performance management process and productivity of staff increased by 10%.
- **Headed fundraising initiatives** to secure \$ 1.4 million for a new service and the building of a new facility which became operational within two (2) years instead of five (5) years.
- Conceived a **web page interface** to standardize and automate responses to general inquiries which eliminated 30 administrative hours/weekly and a savings of 20% in operating costs.

VNACare (Los Angeles)

Vice-President of Operations

June 95 – October 09

VNACare of Los Angeles offers various health services (home health care, medical, hospice, nursing, occupational therapy and more) in hospitals/homes/institutions for one-on-one personal needs and industrial requirements.

- **Expanded** new business by 40%. Revenues increased 10% per year and staff grew by 20%/year.
- **Established** new services, alliances and joint ventures to launch 7 innovative programs in 3 years.
- **Planned** and instigated a quality improvement process for programs/services which decreased operational costs by 10%.
- **Identified** new community services and the branding of these to gain competitive edge. Generated repeat and referral business which resulted in \$3.5 million plus in new business/year.
- **Participated** in inter-agency committees to maximize processes and flow of client care which decreases their hospital stay by 20%
- **Decreased** expenses for staff development by 50% by developing internet learning modules.

Ministry of Health of Ontario

Director of Programs

March 87 - May 95

Managed eight (8) programs and a staff of twelve (12) regional directors to promote healthy lifestyle changes in individuals, communities and workplaces.

- **Established** four (4) new coalitions to share resources and delivery of programs. Slashed administrated costs by 30% by negotiating pricing and fees.
- **Chaired** six (6) integration committees to attain common goals between organizations.
- Mining **databases** to gain competitive information to develop new programs. **Created** new programs (Heart Health Coalition, CareSafe and more) to decrease costs for community by 15%.
- **Applied** budget/controls for e-service activities which decreased operating costs by 25%.
- **Developed** public policy positions and status of parliamentary activities.

EDUCATION

M.B.A., 2005

University of Ottawa

M.SC. Kinesiology, 1993

University of Ottawa

B.A. Administration, 1987

University of Ottawa

AWARDS RECEIVED/ ACCOMPLISHMENTS

- **Community Builder** of the Year 2012, United Way of Ottawa
- **Established** The Social Network for Youth in Ottawa.
- **Founding** member of the Addictions and Mental Health Network of Champlain (AMHNC).
- **Created** the Heart Health Coalitions of Ontario to enhance the health of communities.
- Recipient of a national award for **increasing the awareness of health issues**.
- Recognized for **resolving customer's complaints** in an expedient/considerate manner.
- **Organized** the 6th World Conference on Injury Prevention in Montreal.
- **Member**, Canadian Standards Association (CSA) committee for amusement rides/rollercoasters.