

Résumé: Deb Bourne, CMC

Personal Summary

- Organized and results-orientated professional with decision-making and planning skills at senior management level.
- Combines advanced academic credentials with extensive administrative experience in the English National Health Service and Canadian non-profit societies and public sector.
- Practiced at demonstrating clear leadership skills, obtaining value for money, building successful teams and managing change.

Areas of Expertise

- ◆ Healthcare Administration
- ◆ Strategic Planning
- ◆ Project Management
- ◆ Policies and Procedure Development
- ◆ Organizational Development
- ◆ Planning and Commissioning

Professional Designation

Certified Management Consultant, May 2005

Professional Qualifications

- 1992 Master of Science in Public Sector Management**
Aston University, Birmingham, England
- 1983 Diploma in Health Services Management**
Institute of Health Services Management, Birmingham, England
- 1980 Bachelor of Arts in Sociology and Education**
Worcester University, England

Attended numerous Professional courses, conferences and seminars, including completion of the *Essentials of Management Consulting* (2003) and "Best Practices and Professional Standards in the Management Consulting Profession" (2004) through the Canadian Association of Management Consultants.

Professional Experience

Management Consulting

Management Consultant, from August 1997 to date (see summary).

Employment

Assistant to the Executive Director, Central Okanagan Child Development Association, Kelowna (from April 1998 to August 2000).

Providing management and administrative support to the Executive Director and Board. Acting Executive Director from July to November 1999.

Executive Assistant, N.O.N.A. Child Development Centre, Vernon, BC (June 1997 to February 1998, interim position).

Responsible for administrative functions, deputizing for the Executive Director and working

with the Board of Directors.

**South Birmingham Mental Health Trust, England
1994 – 1996 ASSISTANT CHIEF EXECUTIVE, CORPORATE AFFAIRS**

Responsible for directing personnel, including administrative, information and support services staff. Accountable for Trust corporate procedures including governance, complaints and litigation, risk management and organizational development. Developed strategies and implementation plans on behalf of the Board. Collaborated with Board Directors and Trust Chairman to develop Corporate Governance Policies, Public Relations, Mental Health Act Management, Complaint Resolution and Business Conduct Strategies and Policies. Fulfilled the role of Secretary to the Board, servicing Board and Sub-committee meetings.

1991 – 1994 DIRECTOR OF ADMINISTRATION

Managed all administrative and support service staff, in a 120 bed facility. Managed a \$6m budget, achieving income and expenditure objectives. Responsible for commissioning new services, and served on two management boards.

1986 - 1991 ADMINISTRATOR, Regional Forensic Psychiatry Service

Commissioned new Regional Forensic Psychiatry Service, establishing policies and procedures and recruiting a multi-disciplinary workforce. Served on Management Board. Managed all Public and Media Relations matters.

**Professional
Activities**

Member, Canadian Association of Management Consultants.
Member, Canadian College of Health Service Executives
Member, Canadian Evaluation Society
Member, Westbank and District Chamber of Commerce.

**Community
Activities**

Past President, Central Okanagan Home Based Business Association, 2003/04 year.
Director and Board Secretary, Interior Alzheimer's Society, August 2000 to November 2001.

Interim Director, Central Okanagan Hospice Association, from December 1999 to May 2000. Specific responsibilities included Chair of Public Relations and Nomination Committees.

President, Kelowna Newcomers Club from June 1998 to June 2000.

Volunteer experience in Canada:

Planning Committee member, Central Okanagan Interagency Network
Management Team member, Not-For-Profit Sector Mentorship Program
COFDA/Kids Care and other fundraising activities.

Publications

Co-Authored:

- Management Consulting Articles: September and October 2004, Okanagan Business Journal.
- "Implementation of a new Central Intake System in Community Care", Healthcare Management Forum, Summer 2004.

http://www.cchse.org/Forum/Summer2004/F%20o%20r%20u%20m_Summer2004.pdf

Bourne Management Solutions – Summary of Contracts

Health Authority Projects:

1. Project Coordination for new facilities.
2. Develop funding proposals.
3. Project Coordinator, Residential Care Projects.
4. Program Evaluations.
5. Assisting in research project.
6. Community Consultations.
7. Project Leader/Management Functions including redesign of programs.

Non-profit Organizations

1. Develop and present workshops on Program Evaluation and Personnel evaluation.
2. Evaluation of Executives and staff.
3. Management support to Board and Acting Executive Director.
4. Proposal writing for funding.
5. Develop and present workshop on Robert's Rules of Order.
6. Facilitate staff and Board in strategic planning.
7. Program Development.
8. Project Management for new/developing programs.
9. HR Reviews.
10. Developed (with a team) and facilitated a Fund Development Workshop for social service agencies.
11. Program Evaluations.

First Nations Organizations

1. Human resources project - redevelop job descriptions, interview questions and terms of reference; develop staff evaluation procedure.
2. Staff evaluation procedure / wage grid development / benefits package and policy manuals.
3. Funding proposals.
4. Management and HR support.
5. Program Evaluations.
6. Development of organizational governance policies.

Other

1. Rewrite of School Board policies.
2. Evaluation and update of Kelowna's Community Plan on Homelessness.