

Evelyne Power Reid

(613) 991-1424 (work)

Service Canada – Ottawa, Ontario

Director, Citizen Services, Eastern Ontario

2007 – present

Accountable for delivery of an urban and rural service delivery network encompassing 15 in person service centres, 5 scheduled outreach sites, and multiple targeted outreach venues reaching vulnerable Canadians throughout the area. Services include: employment insurance, pensions, social insurance numbers, passports, apprentice incentive grants, Multilanguage services to Arabic & Mandarin speakers, and extended hours. Accountable for leading relationship and communication with 12 Members of Parliament and various community organizations through the network. Chair of the GCWCC for Eastern Ontario – Ontario Region and co-chair of the United Way impact council on families & individuals in crisis.

Director, Interdepartmental Partnerships (NHQ)

2005-2007

Established directorate and lead in the strategic identification of partnership opportunities for Service Canada in which the outcomes improve service delivery to Canadians. Involved leading identification, analysis, relationship building, and negotiation with other government departments. Coordination of Service Canada branches for participation in identification of service offerings, strategic considerations and negotiations. Lead on Service Canada and related Memoranda to Cabinet, Treasury Board Submissions, and interdepartmental agreements. Recent achievements include partnership agreements with: RCMP, DND, Heritage Canada, and Indian Residential School Resolution of Canada.

Human Resources and Skills Development Canada - Regina Saskatchewan

Director, Corporate Affairs and Planning

2004– 2005

Responsible for developing a branch tasked with development and implementation of strategic regional priorities throughout the delivery network through an iterative business planning cycle. This included leading the communications, policy and partnership development practices of the region to ensure coherence and results for citizens. Managed horizontal collaboration initiatives including regional Urban Aboriginal Strategy pilots, Service Canada design initiatives, interdepartmental issues management. Lead on national and regional issues on behalf of the regional executive head. Managed staff and budgets related to these areas of responsibility. Departmental lead on ministerial relations, supporting key relationship with the Regional Minister, seniors officials in the Office of the Federal Interlocutor, National Secretariat on Homelessness, and HRSDC through ongoing advice and guidance.

Senior Policy Advisor to the Director General**2003-2004**

Established a federal team for horizontal collaboration which tested the assumptions of the Horizontal Demonstration Pilots following the Anderson/Swann task force on horizontality in the federal government. Worked extensively with central agencies. Subsequently transitioned the federal team and led the implementation of two UAS pilot cities (Regina & Saskatoon) which involved establishing 2 federal funding tables and two community based processes with a cross-cutting representation of aboriginal stakeholders. Lead the establishment of the Regina Inner City Community Partnership as a key vehicle to engage all orders of government and local service deliverers on inner city and specifically urban aboriginal issues. Key activities of this senior level group are to identify action for change in Regina to benefit inner city residents and to effect policy alignment and change to maximize the incidence and rate of change with residents. Provided key federal linkage to the regional minister's and provide policy and other operational advice to his office staff on a weekly basis.

Homelessness Operations – Regional Manager**2001-2003**

Established and managed a regional focal point for the successful, planning, coordination and delivery of strategic partnerships in order to ensure full investment of resources available under the National Homelessness Initiative. Managed a geographically dispersed delivery team of senior development officers. Lead and participated in a variety of initiatives including horizontal collaboration in Regina, joint priority planning with the Province of Saskatchewan, development of policy options for Cabinet and regionally sensitive implementation plans. Provided key contact for regional and departmental ministers during a period of significant public profile for the program. Managed staff and budget of \$14M.

Human Resources Development Canada – Dartmouth, Nova Scotia**Regional Manager Human Development Programs and Services****1999-2001**

Managed the transition of a large policy and program delivery unit from passive support of the HRDC service delivery network to proactive centre of excellence in service delivery and partnerships with respect to: employment programs, labour market information, federal/provincial relations and industrial sector council agreements. This involved all aspects of human resource, budget, delivery management during and in the period during & following the HRDC Grants and Contributions crisis.

Regional Corporate Issues Consultant to the Director General**1997-1999**

Ensured effective communication between the director general and the regional management team, national headquarters, and the provincial government. Dealt with ministerial and public enquiries. Carried out initiatives in keeping with regional priorities. Managed budgets associated with the Director General's priorities. Any activities to support the functions of the Regional Management Committee. Crisis management such as the departmental response following the Swiss Air incident, and racial conflict in the community.

Regional Communications Manager**1996-1997**

Responsible for regional communications activities during a period in which the region was implementing a labour market development agreement with the provincial government, a new service delivery network and new regional office structure. Primary objectives were to develop the role of the unit to reflect a focus on client service and establish key activities to assist in proactive and strategic communications both internally and externally while delivering strategies on key changes to the organisation.

Manager – Dartmouth Human Resource Centre**1995-1996**

Responsible for a full service Human Resource Centre during a period in which significant downsizing was required (50% of 60 staff). Successfully attained downsizing objectives during a 6 month period while maintaining excellent performance measures and team spirit. Implemented self-directed teams and facilitated the remodelling of front end service delivery in the Metro Halifax area. Responsible for programming developed in support of community objectives for the future. Initiated an examination of community capacity building as it related to HRDC.

Assistant Manager – Halifax Human Resource Centre**1994-1995**

Responsible for delivery of HRDC programs and budget management. Facilitated linkages between all units in conjunction with national redesign activities. Assisted the manager in strengthening the management team and with management of change during a dynamic period at the HRCC. Responsible for budgeting of salary & program dollars. During an 11 month period, I successfully lead a transition to self-managed counselling and program activity objectives. Lead many innovations to increase the efficient and effective use of information technology in day-to-day operations.

**HRDC – National Headquarters – Labour Market Services
Special Projects – Consultant****1993-1994**

Produced a review of local level activities with respect to foreign worker authorization. This was done inconjunction with the NHQ renewal initiative. Participated in various projects concerning employment and sustainable development and the Atlantic groundfish Strategy (TAGS).

Management Trainee Program**1993-1997**

I entered the MTP program in 1993. Completed all training in 1997 including CCMD courses in public sector financial management, human resource management, aboriginal issues, mediation and consultation.

Human Resource Centre – Windsor, Nova Scotia**1989-1993****Labour Market Analyst / Technical Support Officer / Front End Supervisor**

Delivered labour market analysis to staff, community, school groups tailored to their interests/needs. Supervised front line staff. Provided technical support and training during the introduction of the micro-computer environment.

Teaching/Research Assistant, Queen's University, Kingston, Ontario 1987-1988
Coordinated & implemented research projects. Taught and facilitated various classes in geography. Successfully completed Master's Degree.

Education

Dalhousie University, Halifax, Nova Scotia
Certificate in Organisational Management 1995

Queen's University, Kingston, Ontario
Master of Arts, Urban Economic Geography 1989

Carleton University, Ottawa, Ontario
Bachelor of Arts, Honours, Geography and Computer Science 1986

Volunteer Activities

United Way/Centraide Ottawa – Impact Council Co-Chair – Families & Individuals in Crisis 2007 – present

Beacon Hill – Ottawa East Accommodation Review Committee – OCDSB 2008/09

Beacon Hill North Community Association – Executive 2008 – present

Scouts Canada 1997 - 2006