

Director, Donor Relations and Collections - ONN

Canadian Blood Services (“CBS”) is seeking a Director, Donor Relations and Collections - ONN (the “Director”) to provide leadership for regional Donor Relations and Collections planning, operations, performance and donor experience delivery for CBS’s largest and most complex region, Ontario. The Director will contribute to CBS’s strategy to become a best-in-class manufacturer of biological products. Strongly aligned to CBS’s Mission, Vision and Values, the Director will work to ensure Canadian Blood Services remains the trusted provider of high-quality blood and blood services for all Canadians.

Based at or near one of CBS’s permanent operational business sites, reporting to the Chief Supply Chain Officer and Vice-President Donor Relations (“CSCO and Vice President, Donor Relations”), the incoming Director will work closely with CBS’s other regional Directors of Donor Relations and Collections and business leaders in Integrated Supply Chain, Quality, Marketing and Communications, Public Affairs, Operations and Planning. The Director, Donor Relations and Collections - ONN provides execution leadership and direction for the planning, development and implementation of the front end of the supply chain (donor/partner recruitment and blood/blood product collections operations), ensuring alignment to the overall CBS national end-to-end supply chain. The incoming Director implements and creates exceptional donor and partner experiences while simultaneously ensuring a rigorous, data-driven and highly efficient Donor Relations and Collections operation that integrates seamlessly within CBS’s overall supply chain.

Employing balanced ‘head and heart’ leadership for a provincially distributed team and working in collaboration with CBS senior management and regional operational leaders, the Director will be accountable for Donor Relations and Collections planning, operations and performance oversight for the Ontario region. The incoming Director will create a best-in-class donor experience at all touchpoints, and will consistently meet or exceed CBS performance benchmarks and will establish a culture of empowerment and accountability across all permanent and mobile sites in Ontario. The new Director will always ensure continuous improvement, efficient resource management and innovative solutions, where sharing best practices is encouraged and rewarded. Working closely with CBS’s Marketing and Communications team, the Director will ensure all regional campaigns, events and materials accurately and compellingly represent CBS’s brand. An excellent relationship builder and confident spokesperson, they establish vital, mutually-beneficial partnerships with businesses and community organizations that are diverse, inclusive, effective and enduring, and positively represent CBS within the region to media, partners and all key stakeholders.

This is an outstanding opportunity for an authentic, credible and collaborative leader with 10+ years of progressive management leadership in retail, franchising, sales, customer service and/or supply chain and a passion for making a difference in Canadian health care. Business-focused with a talent for delivering exceptional experiences and superior performance management, the incoming Director brings expertise in high growth regional, multi-outlet operations in retail, health and wellness, hospitality and/or life sciences, ideally within a regulated environment or sector. Service and process oriented, they are a senior executive with a proven ability to balance community engagements, brand reinforcement and compassionate team leadership with data analytics, KPIs and rigorous processes to consistently deliver on Donor Relations and Collections targets and contribute to a culture of continuous improvement.

With a private sector mindset, the ideal candidate is a transformational, outcomes-oriented leader with a proven track record of building rapport and gaining essential buy-in and alignment across complex, multi-stakeholder environments. This is an exceptionally important and exciting leadership opportunity to make a significant impact on Canadian Blood Services and the communities it so proudly engages and for the patients it serves, now and for many years to come.



How to Apply

If you are interested in further exploring this Director, Donor Relations and Collections – ONN opportunity, please contact Lisa Heidman, Founder and Chief Executive Officer, Arlington Partners International at lisaheidman@arlingtonpartnersinc.com. The detailed Position Profile highlighting the CBS Director, Donor Relations and Collections – ONN opportunity and desired key competencies will be provided to all candidates under consideration.

We look forward to exploring your candidacy.