



Executive Profile



Chief Executive Officer

About Willowbridge Community Services



For more than a century, Willowbridge Community Services has helped people and families build stronger, healthier and more connected lives. Today, it is a respected charitable organization providing counselling, developmental, behavioural and specialized supports across Brantford, Hamilton, Niagara, Haldimand-Norfolk, Six Nations of the Grand River and Mississaugas of the Credit First Nation. Its person-centred approach, accessible services and strong sector partnerships help individuals and families navigate complex challenges, strengthen relationships and achieve personal goals. Building on this legacy, Willowbridge is focused on the future through innovation, evidence-informed practice, collaborative relationships and the development of the Riverside Hub, advancing more connected and accessible models of support for the people and regions it serves.

Our Mission

To bring positive change to life in our community through services, supports, and counselling so no one is left behind.

Our Vision

A community where everyone leads their best life.

Our Values

- **People:** We believe that people are strong and uniquely capable.
- **Individuality:** We view every individual as an expert on their own life.
- **Community:** We believe in our community and its capacity to create meaningful change.
- **Relationships:** We appreciate the healing power of relationships.
- **Diversity:** We value the diverse needs and perspectives of our community.
- **Evidence-Based Practice:** We believe in services that are based on evidence and best practices.

An Opportunity to Shape Willowbridge's Next Chapter



Few leadership opportunities combine organizational stewardship, social purpose and systems transformation quite like this one. The next CEO will inherit a respected organization with a century-long history of service, a reputation for innovation and collaboration, and a culture grounded in inclusion, partnership and care.

Building on this strong foundation, the CEO will help shape Willowbridge's next chapter by advancing coordinated service models, deepening external relationships, guiding the development of the Riverside Hub and positioning the organization for long-term sustainability and results.



The Leadership Mandate



Shape Strategy and Lead Systems Change

Partner with the Board to evolve Willowbridge's strategic direction and translate it into clear priorities, plans and measures of success. Lead the organization through sector transformation, advancing coordinated, evidence-informed services and responsible digital innovation while remaining grounded in Willowbridge's mission and values.

Build an Inclusive, High-Performing Organization

Build the capacity of leaders and employees to achieve organizational goals, deliver high-quality services, and strengthen accountability. Foster a culture of inclusion, psychological safety, continuous learning, collaboration, and wellbeing.

Ensure Financial Sustainability and Responsible Growth

Provide strong stewardship of Willowbridge's financial health, resources and long-term sustainability. Pursue diversified, mission-aligned revenue opportunities that support responsible innovation and growth.

Advance the Riverside Hub

Provide executive oversight for the Riverside Hub, advancing Willowbridge's role in planning, governance, advocacy, funding, risk management, implementation and integrated care. Build the municipal, funder, healthcare, developmental services and community partnerships needed to move the Hub forward, while ensuring timelines, accountability and shared service approaches remain aligned with its collaborative and accessible care model.

The Leadership Mandate



Lead Community, Partnership and Sector Engagement

Represent Willowbridge with credibility, working with funders, donors, service partners, institutions, municipal partners and sector networks to advance its mission and reach. Advocate for Willowbridge's priorities and the people it serves, while monitoring policy, funding and local trends that may affect the organization's direction. Raise Willowbridge's profile in human services, accessibility and community wellbeing.

Safeguard the Organization's Future

Ensure Willowbridge has effective systems, policies and performance measures to support accountability, compliance and service excellence. Maintain a proactive, enterprise-wide approach to risk, organizational preparedness, ethical leadership and business continuity.



What You'll Need for Success



Qualifications & Experience

The ideal candidate will bring:

- Graduate education in a relevant discipline, or an equivalent combination of education and senior executive experience.
- Progressive senior executive leadership experience gained in a complex, mission-driven organization, ideally within the not-for-profit, public, health, developmental or community services sectors.
- A record of working effectively with a governing Board and translating strategic direction into organizational priorities, measurable results and long-term value
- Demonstrated success leading transformation and systems change, including complex initiatives involving multiple partners, interests and perspectives.
- Strong financial and business acumen, with experience overseeing budgets, forecasting, financial reporting, organizational risk and sustainable revenue development.
- The ability to build trusted and productive relationships with funders, donors, local partners and sector leaders.
- A strong understanding of inclusive, accessible and community-based service delivery, including the systemic barriers experienced by diverse populations.

Experience in one or more of the following areas would be considered an asset:

- Community infrastructure development or major capital projects
- Integrated service delivery models
- Quality improvement and outcome measurement
- Research and evaluation partnerships
- Digital transformation and the responsible adoption of artificial intelligence
- Professional registration or licensing in a relevant discipline

What Willowbridge Offers



Willowbridge recognizes the importance of supporting employee wellbeing and maintaining a healthy, sustainable work environment. In addition to a competitive executive compensation package, the successful candidate will enjoy a range of benefits designed to support both professional success and work-life balance.

Compensation & Benefits

- Competitive base salary of \$150,000 to \$170,000
- Participation in an innovative four-day workweek, working 32 hours per week with no reduction in salary
- Four weeks of vacation, plus a December holiday closure
- Comprehensive benefits package
- Flexible work hours to support work-life balance
- Hybrid work model, with regular on-site presence to maintain executive visibility and meaningful engagement with staff, the Board, partners, and the community.



Living & Working in Ontario's Golden Horseshoe



With its head office in Brantford and additional offices in Hamilton and Paris, Willowbridge serves communities across Ontario's Golden Horseshoe, one of Canada's most economically significant and fastest-growing regions. The service area spans a diverse mix of urban centres, suburban communities, and rural municipalities. This reach provides access to a broad network of community organizations, educational institutions, healthcare providers, and public sector partners. Located within easy reach of the Greater Toronto Area, Waterloo Region, and Niagara, the region offers strong transportation connections while maintaining the accessibility and community focus that characterize mid-sized Ontario communities.

For executive leaders, the region offers the opportunity to make a meaningful impact across a large and diverse geographic area while enjoying an exceptional quality of life. Communities throughout the Golden Horseshoe combine the amenities and connectivity of major economic centres with more affordable housing, shorter commutes, and access to natural landscapes, recreation, and cultural attractions. The region's continued population growth, economic diversification, and collaborative civic environment make it an attractive location for leaders seeking both professional challenge and long-term community engagement.



If this opportunity aligns with your leadership aspirations, we welcome the opportunity to connect with you!



Please submit a cover letter and resume in a single document to recruiting@ahria.ca with "CEO – Willowbridge Community Services" in the subject line.

Willowbridge is committed to supporting a culture of diversity and inclusiveness across the organization and particularly encourages people of all ethnicities, genders, sexual/gender identities, cultural backgrounds, abilities, and beliefs to apply. Accommodation in the recruitment process will be provided upon request.

Ahria Consulting does not use artificial intelligence to screen, assess or select applicants.

If you have additional questions about this role, please contact:

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