

Michelle Dickerson

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QUALIFICATIONS

An energetic professional with the following leadership strengths:

Detailed oriented	Exceptional organizational competency
Self-motivated	Optimism & Positivity
Integrity	Excellent time management skills
Relationship builder	Honesty & Transparency
Open minded	Ability to teach
Resourceful	Strategic thinking
Excellent financial abilities	Strong decision-making aptitude

SELECTED ACHIEVEMENTS

Growth in an organization: Operated a Self-employed medical billing company which was integrated with the Lennox & Addington General Hospital's medical staff. Through my leadership and work ethic I was offered an opportunity to take on the position of Finance Co-ordination for the Hospital's Foundation office.

RESULTS: Through hard work, dedication and additional Fundraising Management training I was promoted to the Executive Director position at the Foundation.

Digital Transformation of Treasury Systems: At the onset of Covid-19 I was re-deployed and sent home to work. It became quite clear that the Foundation lacked the digital strength to perform with high efficiency. I was successful in getting a grant to participate in the Recovery Activation Program through the Toronto Board of Trade.

RESULTS: With my new found skills I completely transformed the Foundation's Treasury processes. Eliminating the need for Board Members to sign cheques as all liabilities are now paid through electronic funds transfers. The Foundation no longer has to send staff to the bank with donation cheques. Cheque scanning and deposit are now all completed digitally from the Foundation office. Efficiency and accuracy have improved on all levels of operations.

Key decision maker in a leadership role: The Lennox & Addington General Hospital Foundation has seen much growth in the past many years. I was involved in some major strategic decisions. The most recent was to purchase additional buildings and properties adjacent to the Hospital grounds.

RESULTS: With development the properties have become a \$16 million asset to the Hospital. Rental income provides the revenue source to sustain the purchase of much needed medical equipment for the Hospital. The Community is benefiting as the mandate is to only rent to medical service organizations. The most recent success story is the opening of a Dialysis Unit in our Community.

Successful at balancing political culture within an organization: I dealt with many different professional cultures and organizations. I managed approximately 20 Tenants which range from non-profits to business professionals. The Foundation has a volunteer Board of Directors which I worked closely from a governance perspective. I am also very proud of the team and volunteers that I built up to run a very success office which provides stewardship and relationship building to our Donor base. Interaction with Hospital staff and physicians also requires an element of management change.

RESULTS: Is a unique hub of philosophies that work together as one for the benefit of our local Hospital.

Practiced Ethical Leadership with in a sensitive confidential environment: Strict privacy policies are prevalent in any health care environment. Patient statistical information must be strategically analyzed to effectively make business decisions for the Hospital. I was hand picked by the Hospital's CEO and Foundation Chair to join a confidential decision support team to improve patient wait times at the Hospital.

RESULTS: Dealing with sensitive information and staff interactions our group conducted detail investigations and mock demonstrations to identify key deficiencies. With our recommendations the Hospital's emergency department was able to significantly decrease patient wait times and improve patient experience.

EMPLOYMENT EXPERIENCE

Business Owner, Napanee (January 2023 – present)

Manager of Resource Development & Communications, L&A Interval House Napanee (April 2022- January 2023)

Executive Director, L&A County General Hospital Foundation, Napanee (Aug.2014-April 2022)

Finance Coordinator, L&A County General Hospital Foundation, Napanee (Dec.2010-Aug.2014)

Owner / Operator, Stabla Business Services, Napanee and area (Feb.2006-Aug.2014)

Director, POWE Networking Group, Kingston (Feb. 2011-Feb. 2012 one-year contract)

Assessment Officer, Legal Aid Ontario, Napanee (July 2003-Feb. 2006)

Owner / Operator, MD Billing Service, Napanee (March 2001-Sept. 2003)

Fulfilling Position as Stay at Home Mom, Napanee (Sept. 1999-July 2003)

Accounting Clerk, L&A County General Hospital, Napanee (Nov.1998-Sept. 1999)

Office Manager / Accountant, Physiotherapy Kingston (Oct.1991-Nov.1998)

Oxygen Claims Clerk, Ministry of Health, Kingston (Feb. 1991-Aug. 1991 contract)

Manufacturing Financial Clerk, NYAB Vicom, Kingston (May 1990-Feb. 1991)

EDUCATIONAL BACKGROUND

Digital Transformation Certificate Program, Toronto World Trade Centre, Oct. 2020 to Feb. 2021

MA Leadership, Guelph University, 2019

PLANT BASE NUTRITION, E-Cornell University, 2019

FUNDRAISING MANAGEMENT, Fleming College, 2013-2016

WILDLIFE / FORESTRY CONSERVATION, International Correspondence, 1991

BUSINESS ADMINISTRATIVE – FINANCE, St. Lawrence College, 1987-1990

ADVANCED TRAINING

Introduction to Project Management

Receipting Charitable Gifts

Powerful Presentations

Dealing with Aggressive Clients

Business Writing

First Aid / CPR

Boaters Licence Course

Association of Fundraising Professional Conference

Annual Charity Not for Profit Law Seminar

Grant Writing

Social Media for Non-Profits

Bob Proctor – 6 minutes to success

Hockey Trainers Certification and Speak Out Course

Motorcycle Training Course

Smart Service

Introduction to Archiving

Leadercast – Leadership Symposium

VOLUNTEER EXPERIENCE

Seniors Outreach Services – Dental Coalition, Computer Instructor, Meals on Wheels

Lampighter Pre-School Board Member & Westdale Park Public School

Napanee Minor Hockey – Coach, trainer, team manager, banquet committee organizer

Enterprise Resource Committee – County of Lennox & Addington

Relay for Life

100 Women Who Care – Lennox & Addington

Heritage Run – Volunteer

Earth Day Clean up