

Position Profile



Green Shield Canada Director, Board Affairs

THE COMPANY

Green Shield Canada is a dynamic organization with an exceptional track record of profitable growth and industry innovation. Specializing in group and individual health and dental benefits programs and administration, this \$1.2 billion company is recognized not only as an industry leader and innovator in the provision of world-class managed health care coverage, but also as an organization whose mission is to contribute to society and to enhance the common good by providing access for Canadians to health care benefits.

Green Shield Canada prides itself on setting the standard for benefit programs that offer flexibility to all types of customers in all market segments large and small. Services are provided to a growing number of plan sponsors in a variety of industries from manufacturing, public service, education, and unions through to numerous other employer and association groups. In addition, the company provides health and dental adjudication for a number of insurance companies and is continuing to diversify into other new markets.

Green Shield Canada's Mission is to serve its clients and the public interest by providing the most efficient and effective benefits programs. Green Shield Canada takes a close look at its customers' issues to find answers that lead to real, bottom line savings and workable business solutions. Green Shield Canada serves the public good through its extensive charitable work and advocacy in the health benefit industry.

Corporate Values

Green Shield Canada believes in the importance of corporate values. Its values motivate, empower and enable Green Shield Canada employees to delight customers - they are the qualities, standards, and principles that will enable the company and employees to succeed.

At Green Shield Canada they:

- Focus on client needs:
 - Understand and respect clients' concerns
 - Deliver cost-effective, industry leading quality service
 - Develop close, working partnerships to foster creative solutions.

- Value people:
 - Promote active participation
 - Operate with integrity and fairness
 - Maintain open, clear communications.
- Invest in staff development.
- Adhere to fiscally responsible management of their business and resources.
- Promote collaborative approaches with external organizations, provider groups and within their own workplace.
- Lead in innovative processes:
 - Build flexibility through technology
 - Support ongoing organizational learning and continuous improvement.
- Advocate on health care issues and share expertise.
- Contribute to communities through philanthropic support and volunteerism.

Corporate Strength

- Green Shield Canada currently services over 1.3 million plan participants across Canada and the company's sales continue to grow.
- The company's influence and intellectual property is utilized by some of the largest and most complex corporations across Canada, in addition to the provincial governments of British Columbia, Newfoundland and Quebec.
- The company aspires to be the best in health care benefits administration and related technology solutions.
- In order to satisfy the needs of customers, the company is committed to collaboration and has fostered mutually beneficial relationships with leaders in the health and benefits industry across Canada.
- As the originator of the first pre-paid drug plan in North America, Green Shield Canada continues to innovate based on input from customers and trends within the industry.
- The company is committed to leveraging technology to create efficiencies and cost savings for customers and has a proven track record in pioneering business solutions using technology across all lines.
- Green Shield Canada is a national not-for-profit organization that enhances the common good through charitable work and advocacy in the health benefit industry.

THE POSITION

As the organization has grown and as business issues have become more complex, so, too, have the demands increased for the CEO and the Board of Directors. As a result, the Director, Board Affairs position has been newly created to provide operational and administrative support to the CEO and the Board.

Reporting to the CEO, the inaugural Director, Board Affairs will be an important resource to ensure the effective functioning of the Board of Directors and Board Committees, recording Board decisions and following-up with Board requirements and requests. The Director, Board Affairs will also support the CEO with advocacy work and other special projects. This will include developing submissions on behalf of the organization to various external constituencies and representing the company where appropriate. (e.g. to various government agencies and departments, and industry associations).

Green Shield Canada seeks a highly knowledgeable, results-oriented individual who is prepared to be measured against the following more specific accountabilities:

- Managing Board and Committee meeting operations including: preparing and distributing agendas, notifications and minutes; meeting logistics; coordinating presentations and working with the Board Chair and CEO to finalize minutes; tracking meeting attendance and expenses.
- Attending Board and Committee meetings, ensuring proper minutes are taken to support proceedings and that decisions and other action items are highlighted so that proper action can be taken.
- Supporting the Chair in ensuring the effective functioning of the Board including identifying items that require Board approval, drafting resolutions and ensuring accuracy of the Board record.
- Ensuring proper communications among the Board, Committees and Management; coordinating responses for appropriate distribution; assisting the CEO with monitoring and follow up actions to ensure the fulfillment of Board requests.
- Providing research and coordination support to strategic public policy initiatives, including drafting issues papers and options and preparing presentation and briefing packages.
- Undertaking other confidential projects for the CEO, Board or Committees to support corporate policy development.
- Working with the CEO and Board Chair to manage the evolution of corporate governance practices which are appropriate for Green Shield Canada.
- Staying current on governance best practices by researching Board management/governance issues and advising on important developments through reports and briefing materials for the Board Chair and/or CEO.
- Developing and maintaining strong relationships with various stakeholders of Green Shield Canada.
- As part of Green Shield Canada, embracing the organization's Mission, Vision, Values and Leadership Model.

CANDIDATE QUALIFICATIONS AND EXPERIENCE

- Post-secondary degree or diploma, preferably in corporate or legal administration, and a minimum of 5 years related Board experience.
- Demonstrated ability to manage the logistics and legalities around Board of Director meetings and governance matters.
- Previous experience in advocacy work including developing and presenting submissions and serving as a representative at government or industry meetings.

- Demonstrated track record of leading or supporting initiatives to strengthen the efficiency and effectiveness of the Board of Directors and Board Committee communications and meetings.
- Previous people management experience.
- Superior planning and organizational skills; ability to establish priorities and meet deadlines.
- Outstanding relationship-building skills with diverse groups of people; demonstrated ability to influence others in relation to new ideas or approaches and an effective consensus-builder.
- Proven research and analytical skills.

Personal Attributes

- Thrives in a collaborative, challenging team environment.
- Self-motivated and hands-on.
- Strong business acumen.
- Excellent verbal and written communication and presentation skills; confident credible and personable.
- Results oriented and accountable.
- Professional with a strong service orientation.
- Values driven with the highest level of integrity.
- Strong and constructive project management and negotiating skills.
- Self confident with ego in check.
- Outstanding relationship-building skills.
- Innovative thinker and problem solver; sound business judgment.

CONTACT INFORMATION

If you have any questions regarding this challenging and dynamic opportunity, please contact Chris Sawyer at Knightsbridge Executive Search. Chris can be reached by telephone at 416-640-4312 or by email at csawyer@knightsbridge.ca.



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