



General Manager, Emergency and Social Services



The Corporation of Norfolk County is a single-tier municipality of 70,000 located on the North Shore of Lake Erie in Southwestern Ontario. Norfolk County offers abundant recreational and lifestyle opportunities.

Rural by nature, prosperous by design, Norfolk County is located one hour south of Toronto. It offers picturesque small-town rural living within easy reach of major urban centres including Hamilton, London, Kitchener-Waterloo, and Brantford. With wonderfully varied tourist attractions, a bountiful and proven agricultural tradition, and spectacular recreational activities, the exceptional quality of community and family life simply can't be beaten!

With a combined operational and capital budget of approximately \$300M and more than 700 permanent staff, the County is committed to meeting the needs of its residents and business community by delivering efficient and effective services.

Inspire the Future

As the ideal candidate and our new **General Manager, Emergency and Social Services** you are known as an inspiring and empowering leader who is genuinely committed to our mandate in the context of an evolving Emergency (EMS and Fire), Social Services and Housing and Long-Term Care landscape. As the successful candidate you will have a strategic mindset, coupled with the ability to optimize approach, and skillfully deliver a range of community services in a constantly changing environment.

Reporting to the Chief Administrative Officer, the **General Manager, Emergency and Social Services** position is accountable for over 300 staff and the overall management, financial and fiscal responsibility for forward thinking strategies and effective management and operation of Emergency Services Division which includes Paramedic Services and Fire Services, Social Services which includes Ontario Works, Children Services and Housing, and our Long Term Care Home, Norview Lodge.

Our workplace culture is founded upon our strategic priorities that are centred around building a solid foundation for the future, focusing on service delivery, quality, creating an optimal place for our staff, system partners and most importantly fostering a vibrant, healthy community. As our General Manager you will embrace this culture and continue to guide and inspire a dedicated team.

Ideal qualifications

A University degree, in Social Sciences, Social Work, Psychology, Health Sciences or other relevant discipline with a preference for a related Master's designation as well. Seasoned senior executive leader with extensive experience leading large and complex operations in Emergency Services, Long Term Care or the Social Services field. Superior strategic and operational management expertise to lead, motivate and inspire teams to achieve operational, policy and program goals and unite around a shared vision. Experience employing interest-based approaches to achieve successful outcomes with internal and external partners. Demonstrated success in developing relationships and communicating with municipal, provincial and federal governments, industry associations, other partners as well as staff and community members that we serve.

Key Benefits of working at Norfolk County

A flexible virtual work policy, state-of-the-art office environment, low-cost of housing, access to healthcare, education, recreation, and cultural activities in a vibrant rural setting with nearby waterfront amenities.

How to Apply

To explore this opportunity please apply via email by **October 12, 2025 or sooner** to careers@waterhousesearch.net quoting project **NC-ESS**. Should you wish to speak to our Executive Recruiter or to receive a detailed position description please contact Amy Oliveira at 416-214-9299 x4, amy@waterhousesearch.net or Jon Stungevicius at 416-214-9299 x1, jon@waterhousesearch.net.

All applications will be held in strict confidence. We thank all applicants, however, only those selected for an interview will be contacted. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for employment assessment purposes only.