



# JOHN MILLER CONSULTING

**John Miller** is a skilled consultant who has worked since 2002 with non-profit and philanthropic organizations and networks providing capacity building, policy and planning services. Prior to working as a consultant full-time, he served as a manager in the Ontario public service, and before that as an Executive Director at a palliative care hospice. Much of his work has been in the HIV and AIDS and early child development sectors, including work for an international funders' network working in Sub-Saharan Africa, South America and Asia. John is also an award-winning author of three novels of literary fiction, *The Featherbed* (Dundurn, 2002), *A Sharp Intake of Breath* (Dundurn, 2007), and the forthcoming novel *Wild and Beautiful Is the Night* (2017, Cormorant).

John is skilled and experienced in the following areas:

- **Board of Directors governance improvement**, including:
  - Strategic planning;
  - Board President skill development and problem solving;
  - Board policy development – both governance policies and public policy statements;
  - Facilitating the translation of governance policies and strategic plans into annual Board work-planning;
  - Trainings with Boards in: roles & responsibilities; defining governance models; setting role-appropriate boundaries; establishing and improving board recruitment processes and committees (nominating committees); and in improving the involvement of consumers;
  
- **Program management & program development**, including:
  - Executive director skill development and management problem-solving;
  - Operational policy analysis and development;
  - Service delivery problem-solving;
  - Advocacy strategy;
  - Annual work-planning;
  - Negotiating service partnerships and partnership agreements
  - Facilitating retreats and consultations;
  - Trainings with non-profit staff in: setting role-appropriate boundaries in service delivery and in working with volunteer boards and members; improving the involvement of consumers

John has provided consulting services to a wide range of organizations including:

- HIV/AIDS organizations and clinical services, including local and international NGOs;
- Networks and affinity groups;
- Early child development organizations;
- Community centres;
- Organizations serving key populations affected by HIV, such as sex workers, gay men, transgender people and people who use drugs
- Government policy branches

Projects include, in alphabetical order:

- **AIDS Committee of Cambridge, Kitchener, Waterloo and Area & AIDS Committee of Guelph.** 2009. Operational Policy Manual redevelopment
- **AIDS Committee of North Bay and Area.** 2010. Board and Operational Policy Manual development
- **AIDS Committee of Toronto.** 2008. Board of Directors Policy Development
- **The AIDS Network, Serving Hamilton, Halton, Haldimand-Norfolk and Brant.** 2010. Interim Executive Director (part-time)
- **Canadian Association for HIV Research.** 2008. Developed and delivered training at annual conference
- **Canadian Treatment Action Council.** 2015: Strategic Planning; and development of a Stakeholder Engagement Process Guide. 2011: Facilitated a forum on Direct to Consumer Advertising involving community, pharmaceutical industry and government regulators. 2005: Developed action-planning document for Board of Directors.
- **Casey House Hospice.** 2016: Supported the Board of Directors in an exercise to refresh their core values.
- **The Consultative Group on Early Childhood Care and Development,** 2008. Developed an advocacy toolkit for early childhood educators
- **Dorothy Ley Hospice.** 2005. Developed and implemented training series on organizational communication.
- **Fife House & Toronto HIV/AIDS Network.** 2011-12: Planned, facilitated and wrote report for a community roundtable on housing, aging, accelerated aging, complex care and cognitive issues for people living with HIV in Toronto.
- **Inner City Health Associates & Seaton House's Inner City Family Health Team.** 2013. Governance consultation in partnership with Pinder-Doede Consulting.
- **Interagency Council on AIDS and Development.** 2010 & 2013. Developed and delivered national webinar on writing conference abstracts (2010). Facilitated a board retreat (2013).
- **International AIDS Society.** 2006 (Toronto), 2007 (Marseille & Moscow) & 2008 (Nairobi). Training and networking
- **JeCCDO, Ethiopia.** 2009. Training on writing conference abstracts and making conference presentations for a national child-focused development organization.
- **Laidlaw Foundation,** 2011: Planned and facilitated board retreat.
- **Oahas – Ontario Aboriginal HIV/AIDS Services,** 2012: Developed board policy manual
- **Ontario Council of Agencies Serving Immigrants:** 2011. Revised HR policy manual.

- **Ontario Government, AIDS Bureau.** 2016, 2015, 2011, 2008 & 2007:
  - 2015-16: Facilitation of retreats on implementation of a new provincial HIV/AIDS Strategy.
  - 2011: Work on redesign of program logic model and reporting model for Ontario AIDS service organizations receiving provincial funding.
  - 2008. Advised African Community Health Services on the dissolution of their organization
  - 2007: Training for Ontario-based AIDS Service Organizations
- **Ontario Government - Ministry of Community and Social Services and the Ministry of Children and Youth Services.** 2005. Researched and Developed options paper on implementation of new adoption disclosure system
- **Ontario Government - Ministry of Community and Social Services.** 2005. Review of specialized services for adults with a developmental disability and co-existing mental health and/or behavioural issue(s)
- **Ontario Government - Office of Francophone Affairs.** 2004. Researched and developed an options paper for a proposed new Linguistic Ombudsman's Office
- **The Ontario Organizational Development Program.** 2006–2015 (ongoing). Numerous organizational development and strategic planning consultations on behalf of over twenty provincially and federally funded AIDS service organizations in Ontario.
- **Peel HIV/AIDS Network.** 2016-17: Strategic Planning, 2009. Developed Board and Operational policy manuals
- **Peterborough Family Resource Centre.** 2014 & 2002.
  - 2014: Analysis and recommendations regarding the redesign of their support programs.
  - 2002. Funding proposal development & Analysis of internal client database functionality
- **Plan International & World Vision International (Nicaragua, Senegal & Kenya).** 2007. Developed and delivered trainings in Managua, Dakar and Nairobi on abstract writing and conference presentation. Trainings done in Spanish, French and English
- **Red Leaf Student Programs.** 2008. Led Ontario Human Rights Commission-mandated anti-homophobia training for staff
- **The 519 Community Centre, Toronto.** 2007. Managed search and hiring process of new Executive Director
- **The Portuguese Canadian National Congress.** 2010. Organizational review and Board planning session.
- **Somerset West Community Health Centre (Ottawa),** 2012. Negotiated partnership agreement between three organizations working with African, Caribbean and Black communities in Ottawa.
- **Toronto HIV/AIDS Network,**
  - **Strategic Planning** 2016.
  - **Francophone services working group:** 2013-17 (ongoing): Facilitating a group of service providers coming together to improve planning and coordination of services to Francophones living with HIV in Toronto.
  - **Housing Working Group.** 2011. Worked with planning group to organize, facilitate and then write the report for a Roundtable on HIV, Housing, Aging, Accelerated Aging and Cognitive Issues.

## PROFESSIONAL BACKGROUND

- **Director, The Coalition for Children Affected by AIDS** (global funders' network), 2005-2017
  - Leadership, project management, advocacy, and network development for philanthropic affinity group. Notable projects include the development and co-authoring of a tool on ethical decision-making when working with stigmatised groups – [www.careworkerethics.org](http://www.careworkerethics.org) – and the leadership of an international working group to address the needs of children of key HIV-affected populations such as sex workers, people who use drugs and transgender people. For the latter project, led an international working group consisting of:
    - The Global Network of People Living with HIV/AIDS (GNP+)
    - The Global Network of Sex Work Projects (NSWP)
    - Global Forum of Men Who have Sex with Men (MSMGF)
    - International Network of People who Use Drugs (INPUD)
    - The International HIV/AIDS Alliance (The Alliance)
    - Harm Reduction International &
    - The International Reference Group on Transwomen
- **Manager, Operational Policy**, Early Years Challenge Fund, Government of Ontario Ministry of Community, Family and Children's Services and Ministry of Health and Long-Term Care, 2001-2002
- **Senior Policy and Program Analyst**, Ontario Disability Support Program, Government of Ontario Ministry of Community, Family and Children's Services, 1998-2001
- **Executive Director**, The Toronto Hospice, 1994-1998
- **Program Manager**, AIDS Committee of Toronto, spring-summer 1994
- **Counsellor / Case Manager**, Street Outreach Services, 1992-1993

## EDUCATION

- **Master of Arts in International Development**, Institute of Social Studies, The Hague, Netherlands, 1991
- **Honours Bachelor of Arts in Human Geography** McGill University, Montreal, 1990

## LANGUAGES & OTHER ACHIEVEMENTS

### **Multilingual**

- Fluent in spoken and written French: tested at the Ontario Public Service rating of Superior (oral) and Advanced Plus (written)
- Speak functional Spanish and Portuguese

### **Award-winning Author**

- Author of the novels *The Featherbed* (Dundurn, 2002), *A Sharp Intake of Breath* (Dundurn, 2007), and the *Wild & Beautiful Is the Night* (Cormorant, 2018)
- Winner of the 2008 Beatrice and Martin Fischer Award for Fiction for *A Sharp Intake of Breath*.
- Finalist, The Dayne Ogilvie Prize (2009)

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