

Lorraine Ophoven, Hamilton POA - nominated for Leadership

Lorraine has worked for POA since the transfer and more recently as a Municipal Court Leader since 2016. She has been an MCMA member for over 5 years and has participated on several MCMA working groups.

Lorraine is an inspirational leader that always encourages and uplifts those around her. With her honesty and integrity she creates a space where openness and trust are at the heart of every conversation. She genuinely cares about each and every one of her staff and makes the time and effort to be there for them.

Lorraine has demonstrated exceptional leadership by using her vision and intuition to steer a new leadership team and the Hamilton POA office toward success. Her ability to adapt to changing circumstances, remain proactive, and effectively guide her team through uncertain times has been key in overcoming these hurdles and ensuring the continued success of the organization.

In 2024, the Hamilton POA office completed an operational process review where the main goal was to review current processes and procedures to improve upon efficiencies, modernize, and realign job responsibilities with a focus on customer service. Lorraine communicated clearly and effectively, making sure her team was involved through each step while ensuring they understood the goals, felt inspired and capable of reaching them. By trusting others and empowering them to take initiative, she continues to build a culture of collaboration and mutual respect. During this time the City of Hamilton experienced a cyber security incident which impacted our entire operation. Lorraine, through her leadership, was able to navigate through challenging obstacles by implementing many work arounds to ensure business continuity. In 2025, Lorraine was able to successfully implement many new programs and processes in our build back better stage which have proven to be positive contributions and improvements to the Hamilton POA team and our organization.

Lorraine's confidence in herself is mirrored in the confidence she instills in others. With a fairly new leadership team in Hamilton POA, Lorraine continues to maintain a refreshingly positive attitude, she is always available to mentor, coach and guide us through obstacles.

Lorraine truly deserves to win the leadership award as exemplified in her impact on her team, fellow leaders and the organization as a whole.