

Ashley Mitchell is the new Director of Service Delivery for 211 Nova Scotia

For immediate release, June 28, 2022 - 211 Nova Scotia is happy to introduce Ashley Mitchell as our new Director of Service Delivery, effective June 27, 2022.



Ashley Mitchell has been on the 211 Nova Scotia team since 2013, when she started in her role as a part-time Community Resource Navigator. In 2014, Ashley became a full-time Community Resource Navigator, and in 2015 took on the role of Coordinator of Service Quality and Training.

“Ashley has vast experience in service, training, and quality at 211 Nova Scotia, a commitment to the 211 team and 211’s mandate,” says Mary-Jo Monk, Executive Director at 211 Nova Scotia. “This makes her a great fit for the position of Director of Service Delivery and I’m looking forward to continuing our work together with our partners, in service to Nova Scotians.

After nine years at 211 Nova Scotia, Ashley is looking forward to leading the 211 team to more successes. “I’m excited to continue building partnerships that not only contribute to the sustainability of the 211 service, but also to increase access and diversity to support the complex needs of Nova Scotians,” says Ashley.

We wish Ashley all the best in her new role!

This appointment follows the retirement of James Robertson, former Director of Service Delivery for 211 Nova Scotia. James has been in the role since 211 Nova Scotia opened its phone lines to the public in 2013.

- 30 -

About 211 Nova Scotia

211 Information and Referral Services Nova Scotia is a not-for-profit society that provides navigational assistance for social and community services within the Province of Nova Scotia. 211 has information on thousands of services provided by non-profits, community groups, and government departments. Information is available 24 hours a day, seven days a week, 365 days a year, in over 240 languages.

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