

## **Sarah Hansen:**

Sarah Hansen is the HR Generalist at Phoenix and has been employed since August of 2020. Sarah completes all initial interviews with applicants and provides HR-related orientation to new employees. Sarah is the type of person who just digs in and does her job. We have filled so many positions this year, to the point where we need to tell current employees to add open hours to their existing positions or there won't be any hours left!

Sarah is the face of Phoenix – from the first interview to the first day of orientation. She represents Phoenix with professionalism and displays person-centered services by meeting the employee where they are at. We all know that sometimes we as employees get frustrated, but guess what? Does Sarah ever get frustrated? Maybe, but does she ever show exasperation? Does she raise her voice? No, Sarah is calm, professional and caring. Her sense of humor probably helps too for some of the responses she gets from applicants, but that's a story for another day.

Sarah shows initiative every day in her role. She is self-directed and quick to offer suggestions to our managers for enhancing employee training. Sarah offers recommendations, assists PSC with hiring, NEO and other tasks when asked, has conducted research when recommending wage ranges for new positions, and steps in at the last minute when needed to sit in on an impromptu meeting. I think employees see Sarah as someone they can go to when they need assistance and know that she will be a helpful resource.

Sarah is willing to be part of the solution for any challenges identified. When we have had significant staffing challenges at one site or another, she looks at the overall picture and offers suggestions of how we could move resources to another spot, who we maybe didn't consider but should, or who "was looking for hours" and we should reach out to. Sarah never hesitates to join a planning meeting for the holiday toy drive, the golf tournament, staff appreciation events, etc. She is a calm but impactful person always willing to help.

Sarah interfaces with people in all roles. Never have I heard about one complaint regarding Sarah in her five years here at Phoenix. She supports without gossip, she expresses humor without deflating others, and she offers ideas for improvement. Sarah really listens to employees who may be upset, and helps them find a mutually agreeable solution to their problem. Sarah makes it easy for managers to connect with the new employees. She sends managers emails after each NEO, and if the manager is having trouble connecting with the employee, Sarah helps facilitate the communication. Overall, Sarah wants each home to have a fully staffed, successful team to support the individuals we serve, which helps further our mission of helping people live their best lives.