

SALLIE A. MCGUIRE

4248 Ridge Lea Road, Suite 129, Amherst, New York 14226

Cell: (716) 609-9141 (716) 243-2554

Email: smcguire@healthexecutivesearch.com Web: healthexecutivesearch.com

CURRICULUM VITAE

OVERVIEW

Highly experienced healthcare leader with a proven track record of successfully developing, implementing, and directing all components of human resource management domestically and internationally. Driven self-starter with an extensive background spearheading performance management and organizational development in health care and manufacturing, union and non-union environments. Possess a firm understanding of State and Federal regulations. Trained evaluator with knowledge in numerous assessments, including 360° Feedback, EQ-Emotional Intelligence, Big 5, DISC, and NEO.

CORE COMPETENCIES

- Recruiting & Hiring
- Strategic Planning
- HR Mission Statements
- Allocation of Resources
- Succession Planning
- Coaching & Motivating
- Employee Relations
- Training Design & Delivery
- Employment Law
- Behavioral Interviewing
- Needs Assessment
- Performance Review
- Policy Creation
- Job Descriptions
- Staff Orientation

PROFESSIONAL EXPERIENCE

Stall Senior Medical, LLC

Amherst, New York 2013-Present

Chief Operating Officer

The Chief Operations Officer directs, administers, and coordinates the internal operational activities of the organization in accordance with policies, goals, and objectives established by the Chief Executive Officer. Leads and directs the following functions and business: operations, human resources, new business coordination, marketing and communication. Responsible for assisting the CEO in the development of organization policies and goals that cover operations, personnel, financial performance, and growth of the business.

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Executive Dimensions, LLC

Williamsville, New York 2010 - 2013

Vice President of Client Relations

Executive Dimensions is a national, retained executive search, talent management and consulting firm specializing in the healthcare industry.

The Vice President of Client Relations acts as the face of Executive Dimensions and is the daily business liaison of the organization and is responsible for the success, satisfaction, and growth of our clients. This is a high visibility position that offers a significant level of impact to the company by executing on quarterly goals while acting as the 'voice of the client' within Executive Dimensions.

Primary responsibilities include: executive revenue maintenance and growth, customer satisfaction, ability to partner with Sales Executives on new product opportunities, initiate and execute client plans for growth, act as client expert and voice within Executive Dimensions, and solve customer issues while maintaining business relations internally.

Fox Run at Orchard Park

Orchard Park, New York 2007 - 2010

Director of Human Resources/Assistant Administrator

Fox Run at Orchard Park A multi-level continuing care retirement community providing independent living, assisted living, skilled nursing, memory care and rehabilitations services. This campus consists of 150 independent apartments, 30 patio homes, 50 skilled nursing beds and 50 assisted living/special needs suites.

Responsible for the creation and implementation of a strategic human resources program for this 78 million dollar start-up operation. Responsible for providing continual overall strategic human resources leadership to the Fox Run Board and senior leadership team.

Provided management consultations, establishing a wide variety of employee programs, as well as internal systems, policy creation, training and development, benefits negotiation and administration, payroll/HRIS implementation and operations, established recruitment and hiring methods, and compensation analysis and structure.

Build top-performing teams for all departments, skillfully utilizing behavioral and traditional interviewing techniques, assessments, and background checks.

As a key senior leadership team member, acts as a role model and completes workload as Fox Run necessitates, maintains a positive and respectful attitude.

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Designed and implemented a performance management system including handbooks, job descriptions, performance reviews, performance metrics, and recognition programs.

Responsible for the negotiation of all employee benefits to include health, dental, life insurance, 401(k), disability and worker's compensation insurances.

Developed and deliver continuous supervisory and management training curriculums, which encompass all aspects of human resource management, including compliance issues such as diversity, disability, worker's compensation, administration of FMLA, OSHA, EEOC, Human Rights and harassment.

Counsel employees, from executives to front-line staff; effectively mediate issues.

Coordinated and conducted exit interviews to determine reasons behind employee departures.

Participated on committees and special projects and sought additional responsibilities. Committees include the Board of Trustees human resources committee, quality assurance committee, safety committee, quality first committee, and employee recognition committee.

Performance Management Partners, Inc.

Williamsville, New York 2004 - 2007

Human Resource Manager

Lead human resource initiatives as a consultant for 31 accounts focusing in healthcare. Served in diverse roles for small, privately held organizations, large companies, and nonprofit agencies.

Provided management consultations, establishing a wide variety of employee programs, as well as internal systems, policy creation, succession planning, training and development, benefits administration, payroll operations, recruitment and hiring methods, and compensation analysis and structure.

Conducted training and development sessions for clients based on organizational need. Subject matter included: personal accountability, conflict resolution, diversity, stress management, effective communication, customer service, and team building.

Executive Coaching and middle management coaching to maximize overall employee performance.

Built top-performing teams for key accounts, skillfully utilizing behavioral and traditional interviewing techniques, assessments, and background checks.

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Accessed a network of mentors and conduct broad research to continually expand knowledge and stay abreast of cutting-edge practices within the human resources industry.

Designed performance management systems for each client, including handbooks, job descriptions, performance reviews, and recognition programs.

Developed and delivered supervisory and management training curriculums, which encompass all aspects of human resource management, including compliance issues such as diversity, disability, worker's compensation, administration of FMLA, OSHA, EEOC, HIPAA, Human Rights and harassment.

Counseled employees, from executives to front-line staff; effectively mediate issues.

Established solid relationships with organizations and continually secured new business.

Key accomplishments:

Under the direction of the Senior Vice-President of Human Resources, led a major succession-planning project for Catholic Health System. Met with CEOs and Presidents of all organizations within the system to assess their current talent pool and made recommendations for future action.

Responsible for recruiting and retention of 160 senior, middle and front line-employees for start up operations at Fox Run of Orchard Park. Key positions included: Medical Director, Director of Nursing and the Director of Marketing and Sales. The retention rate at Fox Run remains 96 percent.

Improved customer service at Niagara Falls Memorial Hospital by assisting in the development and implementation of a formalized, innovative training program utilizing the DiSC assessment tool.

In conjunction with the Catholic Health System successfully integrated the Albright-Knox Art Gallery into the physician recruitment process, offering exclusive tours with the Executive Director of the Gallery.

In conjunction with Boards, successfully recruited the Executive Director of the Advancing Arts and Culture organization, the Director of Institutional Advancement for the Albright-Knox Art Gallery, the Chief Executive Officer and Director of Development for the United Church Home Society, Inc.

Spearheaded the Human Resource Consortium, a collaborative effort between nine cultural organizations, including the Buffalo Zoo, Albright-Knox Art Gallery, Darwin Martin House,

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and Buffalo Philharmonic. Served as project manager, successfully identifying, documenting, and reporting on possible areas of shared services.

Implemented a company-wide, international survey for New Era Cap Company to determine overall employee satisfaction. The assessment measured six key areas which included: Trust, Leadership, Teamwork, Performance Management, Hiring and Developing Talent and Communication. An 18-24 month human resources strategic plan was created and implemented to address areas of weakness within the organization.

National Air Cargo

Orchard Park, New York 2003 – 2004

Human Resource Manager

Established and led all human resource functions, HRIS system, and corporate guidelines for an international organization of 120 employees. Initiated workflow processes that increased productivity and efficiency in logistical operations.

Managed recruitment and staffing, benefit administration, policies and procedures, payroll, and employee relations. Appraised and delivered employee development programs. Instituted policies that adhered to State and Federal laws.

Instituted domestic and international recruitment plans, securing talented individuals to support National Air Cargo in Iraq. Ensured staff acquired and maintained security clearance.

The Waters of Aurora Park

East Aurora, New York 1999 – 2003

Director of Human Resources

The Waters of Aurora Park is a 320 bed long-term care nursing facility.

Supervised and developed a team of four human resource professionals. Performed and directed all generalist duties, including advertising, recruitment, hiring, new hire orientation, benefit administration, performance management, corrective action, terminations, and unemployment claim handling.

Handled EEOC, government reporting, Worker's Compensation, and Disability. Led employee relations initiatives. Responsible for keeping Aurora Park union free despite limited financial resources. Participated on Safety and Quality Assurance Committees.

Selected by the SVP of Corporate Human Resources to establish human resources best practice for other facilities within the Corporation. Responsible for orienting and training newly hired human resources directors for the corporation.

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Nazareth Nursing Home

Buffalo, New York 1998 – 1999

Director of Human Resource/Executive Assistant

Performed and directed all generalist duties, including advertising, recruitment, hiring, new hire orientation, benefit administration, performance management, corrective action, terminations, and unemployment claim handling. Handled EEOC, government reporting, Worker's Compensation, and Disability.

Led employee relations initiatives, handled all union negotiations for three separate contracts. Responsible for administrative functions in support of the Administrator to include all correspondence with the Board of Directors, scheduling of meetings and generation of minutes.

Audited company personnel files for compliance with State and Federal laws.

Performed compensation structuring and negotiation, staff orientations, and employee relations.

In conjunction with General Counsel, assisted in the negotiation of three labor contracts.

E D U C A T I O N

D'Youville College, Buffalo, New York
Master of Health Services Administration

D'Youville College, Buffalo, New York
Long Term Care Administration Certificate

State University of New York College at Buffalo, Buffalo, New York
Bachelor of Arts in Psychology

P U B L I C A T I O N S

Improving Performance by Increasing Employee Satisfaction in Healthcare 2007

P R O F E S S I O N A L D E V E L O P M E N T

Hiring Right, Labor Relations, Effective Communication, Conflict Management, Stress Management, Diversity, Handling Difficult People, Diversity, QBQ! Personal Accountability,

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Employee Engagement - "The Myth," Sexual Harassment Investigation, Anti-Discrimination in the Workplace, and Leadership Development.

ASSOCIATIONS/COMMUNITY INVOLVEMENT

American College of Healthcare Executives

Health Care Executive Forum, ACHE Western New York Chapter

Society of Human Resource Management: National and Global Chapters

Buffalo-Niagara Human Resources Association

HealthCare Human Resources Managers Association of Western New York

Community Health Workers Network-Advisory Board Member

Hilbert College Graduate Studies (Healthcare Curriculum)-Advisory Board Member

Building Bridges in Western New York

Building Bridges Health Services

PRESENTATIONS

HIRING RIGHT OR PAYING THE PRICE

CALCULATING YOUR NEXT CAREER MOVE

I'M STUCK, YOU'RE STUCK

PERSONAL ACCOUNTABILITY

NEGOTIATING YOUR SALARY

DIVERSITY

A TIME OF CHANGE~CAREER TRANSITIONS

UNLAWFUL HARASSMENT

CONFLICT MANAGEMENT

EFFECTIVE COMMUNICATION

PERFORMANCE MANAGEMENT

CUSTOMER SERVICE

AWARDS

2008 BUFFALO-NIAGARA HUMAN RESOURCES PROFESSIONAL OF THE YEAR

COMPUTER SKILLS

Excellence in Microsoft Office (Word, Excel, and PowerPoint), ADP, Paychex, HRIS, and Kronos Time Card System, Sum Quest, ACT, and SPSS applications. Highly proficient use of Internet for research and electronic communication.