

Ruth Kenyanya

Health Care Admin and Human Resource Specialist

Professional Summary

A highly organized individual with exceptional service coordinator with a proven track record of successfully managing personnel and client-focused. Seeking a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management, and problem-solving skills. Possess a B.S. in Healthcare Management. Looking to leverage my knowledge and experience within the Business industry.

Work History

York Gardens – Part Of Fairview Health Services - Resident Service Coordinator 02/2020 - 10/2021

- Tasked with executive leadership to coordinate COVID-19 PPE allocation staff and residents
- Maintained daily home care staffing schedule for residents in memory care, assisted living, and enhanced care
- Partner with Human Resources to identify and assess training needs within the company for new hires
- Managed payroll for the nursing staff ensuring all staff were paid on time and accurately
- Manage the Monthly Truth Point Surveys engagement for the community
- Conduct the onboarding, training, maintain Educare records for all the new employees and report any concerns to the supervisors
- Worked with senior case managers to coordinate team development activities and trainings.
- Recruited, interviewed, and hired staff
- Oversaw staff development through in-depth trainings, workshops, seminars, and other learning opportunities.
- Monitored company inventory to keep stock levels and databases updated.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Oversaw daily operations to ensure high levels of productivity
- Increased customer satisfaction by resolving Service issues.

York Gardens – Part Of Fairview Health Services - Health unit Coordinator Edina, MN

10/2015 - 02/2020

- Maintain residents' electronic chart according to chart order policy/procedure
- Coordinated medical appointments for residents ensuring that healthcare needs were met in a timely manner
- Participated in audits and surveys designed to measure quality care and service
- Assemble and maintain resident charts for admission, discharge, and hospital return
- Provided oversight to staff according to organizations policies
- Assembled and maintained patient medical records and other documents

Contact



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(612) 806-8061



Maple Grove, MN

Education

03/2021 Rasmussen University

Bloomington, MN

Bachelor of Science:

Healthcare Management

- Dean's List
- Honor Roll
- Summa Cum Laude

08/2019 Rasmussen University,

Bloomington

Associate of Arts: Business

Management

Certifications

- EID Certification
- Business Management

Skills

- Client needs assessments
- Critical Thinking
- Team-building
- Customer Service
- Effective Communication
- MS Office
- Problem Solving
- Training and Development
- Problem Solving

- Provided concierge service to assist patients and families and direct them to available resources.
- Organized patient files and streamlined operations to improve efficiency.
- Placed new supply orders, managed inventory and restocked clerical spaces.
- Maintains, approves changes, updates, and communicate employee nursing staffing schedules
- Coordinates Human Resources functions: payroll, annual performance review tracking, education compliance, assists with scheduling interviews, and support personnel paperwork compliance.
- Coordinates training of new employees and assigns/maintains Educare records reporting concerns to supervisors

The MENTOR Network - Lead Staffing Coordinator, Rochester, MN

08/2014 - 10/2015

- Developed strategy for the department to implement for attaining annual goals
- Notified physician/Advance Practice Staff of visits, appointments, and coordinates with resident representative
- Conducted on-going survey for the organization to assess the culture climate and share feedback with management team
- Created reports to update management team on the company's progress
- Scheduling and staffing as needed
- Facilitate the implementation of Individual Service Plans (ISP) and participate in duties including training and scheduling.
- Supervise a team of Caregivers supporting individuals we serve in the program
- Provide support to individuals receiving services including: assistance with daily activities such as meal preparation and planning; medication administration; and personal care.
- Duties are split between providing direct support, professional or program activities, and supervision.
- Facilitate community involvement by accompanying individuals on outings in the community or providing transportation to work or other activities.

Volunteering

Pathfinders Youth Club – Volunteer

01/2016 - 03/2020

- Facilitate community involvement by accompanying individuals on outings in the community or providing transportation to work or other activities.
- Worked cooperatively with the assigned instructor to develop a curriculum for essential fundamental skills for youth ages 10-17
- Organized and planned annual weeklong camping trips and various activities for 45 youths.