

Amy Van Strien, PHR, SHRM-CP

Profile

Accomplished Human Resources professional with substantial experience including policy and procedure administration, recruitment, employee development, legal compliance, performance management, retention, engagement, and employee relations.

Education & Certifications

Bachelor's Degree – Business Administration - Marquette University

SHRM-CP Certification – Society for Human Resource Management

PHR Certification – HR Certification Institute

Certified Recruiter - Lean Human Capital Recruiter Academy

Experience

City of Hope | Zion, Illinois

June 2002 - Present

One of the largest and most advanced cancer research and treatment organizations in the United States.

Director of Human Resources

May 2016 - Present

- Member of Hospital Executive Leadership Team responsible for the delivery of all aspects of the Human Resources function including recruitment, performance management, learning and development, employee relations, workforce planning, compensation, and benefits for the Chicago region.
- Member of Human Resources Leadership Team representing region to ensure consistency and compliance across the enterprise.
- Continually review workforce requests and align with efficiency metrics to ensure appropriate staffing levels.
- Completed market adjustments for hospital employees, ensuring competitive compensation aligned with industry standards and internal equity.
- Enhanced employee engagement by implementing targeted initiatives based on feedback from the annual survey, resulting in improved satisfaction and participation rates.
- Operationalized leadership through significant reorganization and workforce reductions, including severance & outplacement offerings.
- Responsible for human resources compliance with accreditation and regulatory bodies, including The Joint Commission and the Nuclear Regulatory Commission.
- Partner with both internal and external legal counsel; participate in legal proceedings including mediation and depositions.
- Developed and standardized enterprise Human Resources handbook and guided leaders through changes to key policies.
- Facilitate Talent calibration sessions with Executive Leadership to maintain succession slates for critical roles.
- Facilitate Leadership Development programs to equip leaders with skills needed to thrive in an ever-changing healthcare climate.
- Standardized enterprise-wide behavioral based attraction and selection interview process that aligns candidate fit with the organizational culture.
- Enterprise Human Resources representative for Annual Required Training program including process, content, and compliance.
- Completed Human Resources related due diligence for acquisition of outpatient clinics including organizing staff, conversion of policies, job descriptions, benefits, and compensation.
- Manage screening and universal masking process as part of the Covid-19 response team; created Labor Pool tracking system; manage return to work process for temporarily remote population.
- Coordinated and managed staffing, scheduling and logistics of the hospital's Covid-19 vaccination clinic.

Talent Manager, Stakeholder Relations

September 2014 – May 2016

- Managed all aspects of the employee relations function including policy interpretation, investigations, disciplinary actions, performance improvement plans, terminations and exit interviews.
- Ensured Human Resources policies are fair, consistent, and compliant with federal and state laws.
- Partnered with Legal/Compliance to investigate and address concerns generated by the Compliance Hotline.
- Supported stakeholder engagement objectives by acting as a Culture and Communication Champion.
- Managed conversion of paper employment files to digital.

Talent Manager, Talent Acquisition and Stakeholder Relations

February 2011 – September 2014

- Designed and implemented recruitment strategy including social networking ads, direct e-mail campaigns, niche job boards, college partnerships, career fairs, nurse intern programs, passive searches via LinkedIn and our ATS database, and employee referral programs (maintained a 50% referral rate).
- Managed and developed a team of four professionals responsible for full-cycle recruitment.
- Prepared and managed annual department budget of approximately \$2.5M.
- Redesigned and built regional intranet landing page using SharePoint.
- Ensured compliance of Human Resources files with Joint Commission standards (license, certification, competencies, orientation).
- Trained leaders annually on behavioral interviewing and performance management.
- Partnered with managers to support all employee relations concerns.
- Conducted career development interviews with leaders to create individualized plans that aligned with succession needs.
- Created content and facilitated new-hire orientation program in alignment with regulatory requirements.

Talent Specialist/Sr. Talent Specialist

June 2002- February 2011

- Managed full-cycle recruitment process for clinical and management staff including advertising budget and placements, position control process, local and national recruitment events and conventions, interviews, offers, onboarding programs, and temporary staff placement/contract negotiation. Project champion for implementation of the first enterprise-wide applicant tracking system.
- Staffed a 200+ employee hospital facility from the ground up in the Philadelphia region. Successfully organized and executed entire recruitment strategy and full-cycle process for all levels of positions in less than 1 year.

Other relevant employment includes Human Resources Representative at United Hospital System, On-site Manager at Olsten Staffing, and Customer Service Representative at Midwest Airlines.

Volunteer Experience

Girl Scouts of Wisconsin Southeast – Troop Leader

September 2018-Present

Associations

National Member - Society for Human Resource Management

Chapter Member - Racine and Kenosha Area SHRM – SRKA

Software/Applications

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| • Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams) | • Google Workspace (Drive, Docs, Sheets, Slides, Forms, Gmail) |
| • Workday | • SharePoint |
| • Taleo | • Kronos/UKG |
| • Jobscience | • Zoom |