

Unsung Hero Award

The 2010 Alliance Unsung Hero Award goes to **Sue Currey**, who currently serves as the Office Coordinator for Mennonite In-Home Care.

Except for a brief two-year respite, Sue has worked at Mennonite Village since 1992, first as a CNA, then as domestic services supervisor in the In-Home Care Department before moving into her current position.

At Mennonite In-Home Care, Sue is an Unsung Hero because behind that office door is a staff person who works diligently dealing with the challenges of an office that is in constant change. She must be able to roll with whatever comes her way from the time she walks through the door until the time she leaves, and amazingly, she does this every day with a smile.

Sue's title – In Home Care Office Coordinator – means nothing! Sue does everything relating to that title and more. In any given day you might find Sue:

- Doing payroll
- Purging and organizing files
- Handling insurance questions and paperwork
- Performing a home evaluation for client services
- Running out at the drop of a hat to provide personal or domestic care services herself if someone calls in sick
- Updating service plans
- Sending out surveys and doing audits
- Meeting and orienting new staff to the department
- Sharing weekend pager duty with other office personnel
- Bringing her farm animals in on farm days
- Serving on the CNA seminar or Employee Appreciation committees
- Stopping her work to give a resident passing by a hug, smile or a bit of conversation

All of the above – and more – can happen in one single day. And yet Sue just goes with the flow and keeps going, a smile on her face, and her continual problem-solving skills in motion.

Every person, client, resident, family and co-worker is blessed by her interaction. She brings smiles to their faces. Sue exemplifies Quality of Service. She goes so far beyond her job title, she does what needs to get done regardless of whether it is in her job description or not.

Mennonite In-Home Care Director Mary Scott says, "Every community should have a Sue – but you can't have mine."

The Alliance members who reviewed the award nominations recognized Sue as one of those people who works so effectively behind the scenes, the "glue" that holds so many organizations together.