

Employee Of The Month: Madeline Miller



Madeline Miller plays an important role in ensuring adequate staffing levels at the nursing home.

Madeline Miller works at New Community's nursing home but she lives in a world surrounded by stacks of papers, binders and boxes, rather than patients. Tucked away in an office down the hall at New Community Extended Care Facility, Miller starts her days early (by 7:30 a.m.) with the first shift of medical staff at the 24-hour skilled nursing home in Newark.

An unassuming worker at the five-star rated facility, Miller has served as the staffing coordinator and nursing administrative assistant since 2009. In her role, Miller works with more than 100 nursing staff in various capacities and also interfaces with residents and family members, according to Administrator Veronica Onwunaka.

"During her daily interaction with staff, residents or family members, she has a calm maturity that can soften any strong personality,"

Extended Care Employee Health Officer Ann Hope said.

Miller plays an important role in ensuring that Extended Care meets its staffing requirements around the clock.

Prior to working at Extended Care, Miller worked as a research librarian in the law library at Mutual Benefit Life Insurance Company, where she conducted research for attorneys. She also handled data entry at the Rutgers University Law Library and interlibrary services at the New Jersey Institute of Technology. Prior to that, Miller worked as a secretary for five years and taught at a secretarial school.

Her professional skills, as well as her passion, are focused on supporting the needs of other people.

"I like helping someone so they can get through whatever it is that they need to get through," said Miller, who handles the documents submitted daily to state agencies, manages appointments for nursing home residents and monitors staffing levels. "Whatever I do is to help the faculty meet its goal," she added.

"Without words, she teaches one how to be humble and how to listen to what is not being said," the Extended Care staff, including Onwunaka, Hope and Director of Nursing Grace Spencer, said in a joint statement. "Ms. Miller is a rare gem that cannot be duplicated."

The sixth of 10 children, Miller was born in what was then called British Guyana and moved to New Jersey in 2002. She enjoys reading books from the thriller genre and cooking in her free time.