



Nursing Midwifery Workforce Unit

Nurse Pool Handbook

Last updated 1st July 2022



Western Health

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Welcome to Western Health

You are now a valued part of our Nurse/Midwife POOL team. As a valued member of the Western Health (WH) nursing team, your role is to fill shift vacancies across clinical units at our four campuses.

As a POOL nurse/midwife, you help fill shift vacancies at clinical units across:

- Sunshine
- Footscray
- Sunbury
- Williamstown

This Handbook will provide you with information about working at Western Health.

About Nurse/Midwifery POOL

Pool nurses/midwives are recruited and managed by the Nursing and Midwifery Workforce Unit (NMWU). Your direct line manager is NMWU Manager.

When you are working a shift, you report to the Nurse Unit Manager/Nurse in Charge in the area you are working. Any escalation of concerns or issues should be directed to the Manager or the After Hours Administrator (AHA) outside of business hours.

Please review the following Policy (**OP-EP1: Nurse and Midwifery POOL**) prior to starting:

http://inside.wh.org.au/policies-procedures_forms/WHDocuments/Nurse%20and%20Midwifery%20Pool.doc

Nursing Midwifery Workforce Unit (NMWU)

The Nursing Midwifery Workforce Unit manages all BANK and POOL staff at Western Health. It encompasses centralized recruitment, allocations and general administration.

Located at Williamstown hospital, the Workforce Unit is responsible for ensuring that our campuses have the staff they need in order to provide best care to our patients.

Quick Info

Your Manager

Louise Nicol

Manager - Nursing and Midwifery Workforce Unit (NMWU)

Email: NMWU@wh.org.au

Your Coordinator's

Coordinator NMWU

Email: NMWU@wh.org.au

NMWU address

Level 1, Williamstown Hospital

Railway Crescent

Williamstown

Key Contacts

Below are a list of key contacts you will need during your time at Western Health.

Area	Contact
Western \Health Internal Emergency	2222 OR 90552222 if using a mobile
Allocations (05:00-21:30) 7 days a week	8345 6637 / WHAllocations@wh.org.au
Administration Office M-F	8345 4363 / NMWU@wh.org.au
After Hours Administration, Footscray	8345 6645
After Hours Administration, Sunshine	8345 0121
After Hours Administration, Williamstown	0409 864 289
Pay Office	9342 8925 / PayHelp@ssg.org.au
People & Culture	8345 6689 / peopleservicesoperations@wh.org.au

Please ensure you attempt to contact the correct email in order to ensure a timely response. For the majority of Pool enquiries or if you do not know who to contact please email NMWU@wh.org.au. You do not have to CC in your manager/coordinator unless urgent. The team will escalate/distribute your email to the appropriate manager/coordinator.

If you have queries about:

Competencies	NMWUcompetencies@wh.org.au
HeWS	NMWUHWSSupport@wh.org.au
WeLearn	Welearn@wh.org.au
Pay	9342 8925 / PayHelp@ssg.org.au
NMWU General Enquiries <i>(All leave requests/queries, pay queries, upskilling opportunities, statements of information, reference checks, FWA requests, roster queries, shift feedback)</i>	NMWU@wh.org.au
Roster swaps/Allocations	WHAllocations@wh.org.au

Shift Information

Shift times

POOL nurses and midwives work the following shifts:

- AM shifts: 0700 – 1530 (8hrs)
- PM shifts: 1300 – 2130 (8hrs)
- Night duty: 2100 – 0730 (10 hrs)

Be aware that some areas may offer 12 hrs shifts or shorter shifts, such as in procedural areas like Theatres.

Shift Allocation

The allocation of POOL nurses to shift vacancies is co-ordinated through the Allocations office (05:00– 21:30), 7 days per week).

Rostering & Allocating

POOL staff work a rotating roster which are developed six weeks in advance. Rosters may include a rotation onto night duty approximately every 6 weeks for 2 week periods. You can submit roster requests in RosterOn – please limit these to 3 per pay

fortnight to ensure equity and fairness. All leave requests (i.e. annual and professional development) are to be requested on RosterOn and the leave application form submitted to NMWU@wh.org.au for review and approval. See 'Leave applications' below.

Allocation of POOL nurses to shift vacancies is co-ordinated through the NMWU Allocations (05:00-21:30), 7 days per week) or through the After Hours Administrator (AHA) outside of Allocations operational hours.

POOL staff who are rostered to work must check **Health-e Workforce Solutions (HeWS)** to identify your allocated ward and campus. Ward allocations may be changed to meet staffing needs; Allocations will notify you by phone if changes are made within 2 hours of the shift commencement. Please note: if you are available for extra shifts please call allocations and do not add your availabilities directly into HEWs.

If there are any differences in your roster between RosterOn and HeWS, please ring Allocations on 8345 6637.

At the end of each pay fortnight period, it is important to review your roster on RosterOn to ensure it is an accurate reflection of your working hours – contact Allocations if there are issues. For roster/allocations enquiries and roster swaps, contact WHAllocations@wh.org.au

Shift Swaps

If you are unable to work a particular shift you have been rostered on, it is your responsibility to find and coordinate a shift swap with a fellow colleague.

Once you have found a staff member who has agreed to a swap, email WHAllocations@wh.org.au with the details of the swap, including the date and times of the shifts and CC in the staff member who has agreed to the swap.

Personal Leave Procedure

For personal leave notification, please contact by phone, either the NMWU Allocations (05:00-21:30, 7 days per week) or outside of these hours, the AHA (relevant to the campus you are allocated to work). Confirmation of the type of leave (that is, personal leave with certificate, without certificate or with a statutory declaration, or Carer's leave with certificate) must be made through NMWU Allocations and certificates must be emailed to WHAllocations@wh.org.au as soon as possible and prior to the end of the pay period, to ensure you are paid correctly. Please refer to 'Nurses & Midwives Enterprise Agreement 2020-2024' your personal leave obligations.

As per the current EBA, you are required to inform the allocations team of your leave no less than 1.5 hours prior to your shift. If you are unable to provide this early notice, please contact the allocations team/AHA per normal process.

Please ensure you send through your PL certificates, STAT DEC's or carer's certificates to WHAllocations@wh.org.au at your earliest convenience. If you have not provided this evidence by the end of the pay fortnight, your shifts will remain as unauthorised leave and will be unpaid. Please keep in mind you are only entitled to three days off a year without certificate. If you wish to take one of these non-certificate days, please email the allocations team to advise them of this. If no email is received outlining request to take a non-certificate day, leave will remain unauthorised and unpaid.

LEAVE APPLICATIONS (ANNUAL, PROFESSIONAL DEVELOPMENT, LONG SERVICE, PARENTAL & PERSONAL)

Leave Type	Period of Notice	Action Required	Conditions
Annual Leave	Four weeks	Complete Application for leave form (available on intranet) & forward to NMWU@wh.org.au	You will be informed of your AL request outcome within ten days as per the EBA.
Long Service Leave	Eight weeks	Complete Application for Leave & forward to NMWU@wh.org.au	Must be taken in weekly blocks. i.e. Monday to Sunday
Personal Leave	Minimum two hours prior to shift commencement	Phone NMWU Allocations 8345 6637 (05:00-21:30hrs) or AHA site (21:30 – 05:00hrs)	Forward medical/carers certificate or Stat Dec to WHAllocations@wh.org.au OR email this address to advise if using a non-certificate day. All PL should be communicated 1.5 hours prior to your shift. If not, you may be contacted by NMWU to discuss further.
Parental Leave	Ten weeks prior to expected date	Application for Parental Leave Medical certificate specifying confinement date Stat Dec to specify primary carer Forward to NMWU@wh.org.au	Will be required to take any excess annual leave prior. Must be provided at least ten weeks prior to due date. Extension of Parental leave requests must be in writing four weeks prior to original return date
Professional development	Six weeks	Complete Application for leave form Evidence of enrolment Forward to NMWU Coordinator	Relevance of course to the employee's employment FT: 5 PD & PT pro-rata

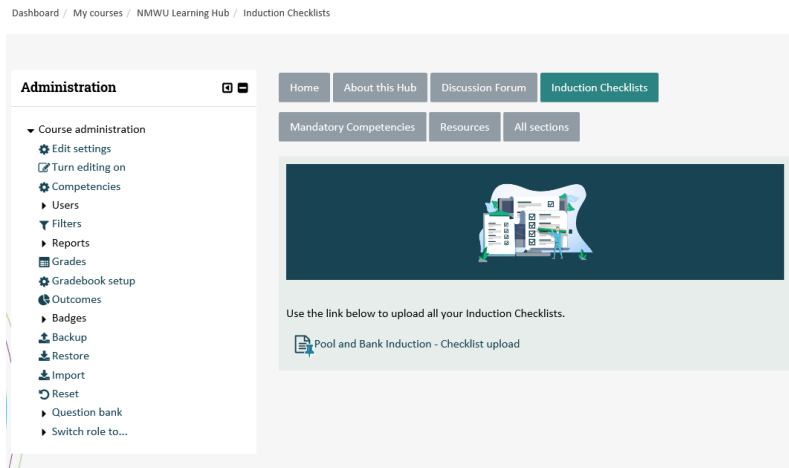
Working Agency Shifts

As an employee of Western Health, **you cannot work a shift at any Western Health campus as an Agency Nurse.**

Working at Western Health

Ward Orientation

When you work a shift on a ward for the first time, please introduce yourself to the Nurse-In-Charge. POOL nurses will receive an orientation to the unit using the **'Ward Induction Checklist'**. Please upload this onto Welearn under 'induction checklists', located under the NMWU Learning Hub, and keep a copy for your CPD record.



Welearn

Please log into your welearn portal regularly to view the NMWU Learning Hub. Our team uses this Hub to communicate announcements and provide important/useful access to information relevant to POOL staff. It will also be where you are able to book in your PDP's and upload your feedback forms.

Annual Performance Feedback & Review Process

To assist with your induction to the organisation and for your professional development, you are required to complete three Performance feedback form within 3 months of commencement. This form should be completed by the Nurse Unit Manager (NUM) / ANUM / CNS from a ward/unit you have worked in frequently. Please find the form required [here](#).

*Please note- You may also be asked to submit feedback forms throughout the year by your Coordinator or NMWU Manager, if any support needs are identified.

In order to submit your feedback form you will need to register into the **'Bank and POOL Performance Development Plan (PDP)'** course on Welearn and upload this under 'evidence of completion', 'Feedback/PDP form submission'.

In this course, you will also find the downloadable PDP document that you are required to fill out prior to your annual performance review. You will be able to book into an annual PDP meeting via We-Learn, to meet with NMWU Managers, as bookings become available.

Once completed your manager will keep a record of your PDP.

Incident Reporting

If you initiate a RISKMAN after a near miss or incident, you must send the report to the manager of the ward or unit where the incident occurred. Please ensure you include your Manager in the initial set up of your Risk Man account.

Work Concerns or Issues

If you have any concerns about your work during your shift, contact the Nurse Unit Manager or Nurse-In-Charge in the first instance. However, if you feel that you need to escalate your issue or concerns, contact the NMWU Manager or, if you are currently working outside of NMWU business hours, contact the After Hours Administrator on your site.

Mandatory Competencies

As a Western Health employee, you are required to complete the mandatory competency assessments (refer to [Mandatory Training](#) procedure) listed below:

Mandatory Training	Resource	Frequency
New Staff orientation	Welearn	On commencement then Annually
Electronic Medical Record (EMR) for Ward Nurses	Welearn	On commencement
EMR Face to Face	Face to Face- Book in via welearn	On commencement
Performance Reviews	Complete 3 feedback review forms and upload to Nurse Bank and POOL portal Performance Feedback Plan (PDP) face to face	Within first three months of commencement then <u>one</u> Annually Annually
Medication Administration	Medical Clinical Competency	Within first three shifts, Once Only
	Read the following policies: 1. Medication prescription admin procedure 2. Nurse initiated medication procedure	WEEK 1, Once only
Fire and Emergency Procedures	Welearn or face to face	On commencement then Annually
General Manual Handling	Welearn	On commencement then Annually
Back 4 Life Patient Handling For all staff engaged in direct patient care	Face to face	On commencement then Annually Once booked in, please inform WHAllocations@wh.org.au of the date and site of your training to assist you in being allocated at the correct campus on the day of training.

Hand Hygiene	Welearn	On commencement then Annually
Aseptic and No Touch Technique (ANTT)	Welearn	On commencement then Annually
Basic Life Support and Defibrillation (BLSD)/ Advanced Life support (ALS) One of the above, as indicated by area of practice. Pool and Bank staff in ward areas BLSD only	Welearn and Face to Face	On commencement then Annually Once booked in, please inform WHAlocations@wh.org.au of the date and site of your training to assist you in being allocated at the correct campus on the day of training.
Neonatal and Pediatric Life Support (NLS and PLS) Pediatrics and Neonatal areas	Welearn and Face to Face	On commencement then Annually
Blood Components and Blood Transfusion Practice- Acute/specific care areas - If likely to administer blood transfusions all RNs, RMs IV Endorsed ENs	Welearn Welearn and IV Endorsed ENs are required to complete the one off clinical competency assessment.	On commencement then Annually
Prevention and Management of Occupational Violence (All Graduates - RNs/ RMs allocated to high risk areas as directed by Manager)	Welearn and Face to Face	On commencement then Annually for High risk area staff are directed by the organization

Annual mandatory competency assessments are a requirement for every Western Health employee to complete. These are undertaken prior to and within 4 weeks of commencement of employment with NMWU and updated annually. Once complete, please keep a copy of completion for your Continuous Professional Development (CPD) record and [upload evidence of completion to We-Learn](#). Refer to: *Mandatory Training – Annual requirement review* for mandatory competencies to be completed.

Queries regarding WeLearn may be directed to the helpdesk via email: Welearn@wh.org.au

If you are going to be working in a specialty area i.e. (Maternity, Theatre, Dialysis etc.) you will be required to complete area specific mandatory competencies depending on the area. Please email NMWUcompetencies@wh.org.au to identify these training requirements.

If you do not complete the mandatory competencies within the timeframes, you will not being able to work shifts across Western Health.

NOTE: Due to COVID-19, you may be unable to complete competencies with a hands on component at this time. Please complete it once sessions are available to book again.

Recognition of Prior Learning

If you have completed competencies at other organizations, we will accept evidence for the following:

- Aseptic Non Touch Technique
- Hand Hygiene
- Basic Life Support & Defibrillation practical assessment
- Back for Life/ Manual Handling certification from other organisations.
- *Please upload evidence to the Recognition of Prior Learning (RPL) tab for relevant competencies via Welearn.

Issues with competencies

For queries regarding WeLearn, email Welearn@wh.org.au

For all other competency queries, email NMWUCompetencies@wh.org.au

For queries re specific courses or issues completing competency content, contact specific course contact, available on Welearn in 'About This Course'- 'Course Contact'.

Other Information

Pay Slips

Pool employees are paid through the organisations rostering system “Roster-On”. You will be paid in accordance with the information that is recorded on the system so it is important that you check your individual roster to ensure the shift details are correct for the pay fortnight. Any corrections to your rostered shifts should be directed to the in-charge of the ward in which you are working and Allocations.

Pay queries can be directed to the Pay Office on 9342 8040 or email PayHelp@ssg.org.au in the first instance. Other queries can be directed to NMWU@wh.org.au

Please arrange to have your payslip emailed to your WH email address fortnightly. Email your request to payslips@ssg.org.au ; include your employee number and your WH email address.

Car Parking

If you need car parking access, please complete the car parking request form and email it to NMWU@wh.org.au for approval. Please refer to [Western Health intranet](#) site for the car parking form, maps and details.

Uniforms

Western Health staff can purchase corporate uniforms through Andrews Corporate Clothing. Refer to www.westernhealthuniforms.com.au. Please also refer to the ['Dress Code' policy](#) on the intranet.

Changing your contact details

If your contact details change, please update your profile in HeWS and complete the change of details form (found on People & Culture intranet site) and forward to peopleservicesoperations@wh.org.au.

ID and Access

You cannot work until you have Western Health identification and appropriate access. This includes:

- ID badge access cards
- Name tags
- Medication calculation card
- Electronic Medical Record (EMR) QR code cards (used to connect Vital sign machines with the EMR)

Your access is provided in your Welcome Email, and your name tag and ID Badge will be sent to you in your Welcome Pack.

General notes:

Please ensure when you send emails, you include your full name, employee number and outline that you are a POOL staff member. This helps with identification and assists in receiving a timely response.