



# Nursing Midwifery Workforce Unit

## Nurse Pool Handbook

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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](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.

## CONTACT INFORMATION

### Your Manager

Louise Nicol

Manager, Nursing Midwifery Workforce Unit (NMWU)

Mobile: 0481096021

Email: [NMWU@wh.org.au](mailto:NMWU@wh.org.au)

### Your Coordinator's

Coordinators

Nursing Midwifery Workforce Unit (NMWU)

Email: [NMWUCoordinators@wh.org.au](mailto:NMWUCoordinators@wh.org.au)

### Mandatory online Meet and Greet with NMWU Coordinator

**It is mandatory for all new POOL staff to attend an online meet and greet with the NMWU Team Coordinator. This is a virtual online zoom meeting. Failure to do so will result in you not being able to commence employment with Western Health. This also includes exsiting Western Health staff, who have worked in other departments.**

### NMWU address

Level 1, Williamstown Hospital

Railway Crescent

Williamstown

### KEY CONTACT DETAILS

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 / <a href="mailto:WHAllocations@wh.org.au">WHAllocations@wh.org.au</a>
Administration Office M-F	8345 4363 / <a href="mailto:NMWU@wh.org.au">NMWU@wh.org.au</a>
After Hours Hospital Coordinator, Footscray	8345 6645

After Hours Hospital Coordinator, Sunshine	8345 0121
After Hours Hospital Coordinator, Williamstown	0409 864 289
Pay Office	9342 8925 / <a href="mailto:PayHelp@ssg.org.au">PayHelp@ssg.org.au</a>
People & Culture	8345 6689 / <a href="mailto:peopleservicesoperations@wh.org.au">peopleservicesoperations@wh.org.au</a>

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](mailto: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:

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

## 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).

# INFORMATION TECHNOLOGY SYSTEMS

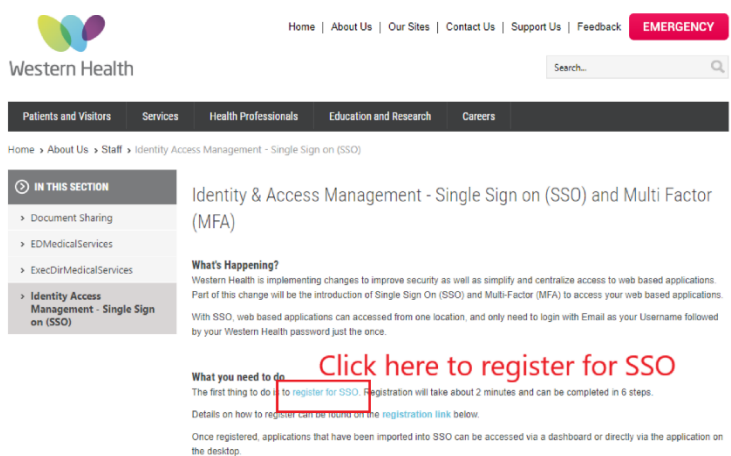
## Okta-SSO

At Western Health, we use a number of different software and systems that are all connected through the Okta-SSO portal. You will need access this portal, as first priority.

Please keep in mind that you will need to have been issued your employee number and hospital email address to register for Okta-SSO systems.

To register please visit:

<https://www.westernhealth.org.au/AboutUs/staff/SSO/Pages/default.aspx>



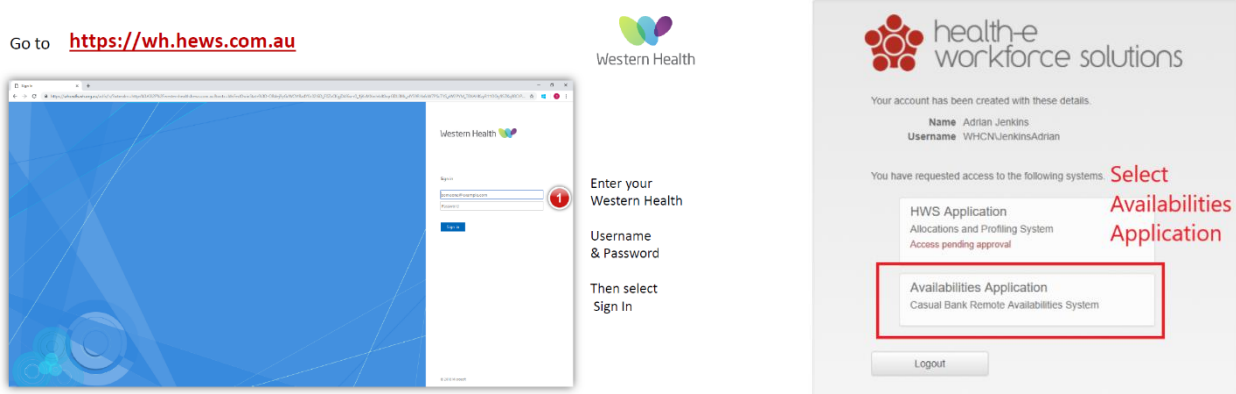
Through the Okta-SSO portal you will be able to access many of Western Health's other systems eg. WeLearn.

## Health-e Workforce Solutions (HeWS)

HeWS is the allocations system that is used for booking and confirming shifts to be worked. This system is where you submit your availability to work and you can view confirmed and offered shifts.

Please visit the following link regarding setting up your HeWs Account, you will need a HeWs account to place availabilities.

<https://westerly.wh.org.au/nursing-midwifery/wp-content/uploads/2021/10/Creating-An-Account-Final.pdf>



## WORKING AT WESTERN HEALTH

### Rostering & Allocating

The POOL staff work a rotating roster, which is developed eight in weeks in advance. All staff work AM, PM and Night Duties as part of their roster. Rosters 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](mailto: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](mailto: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](mailto: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.

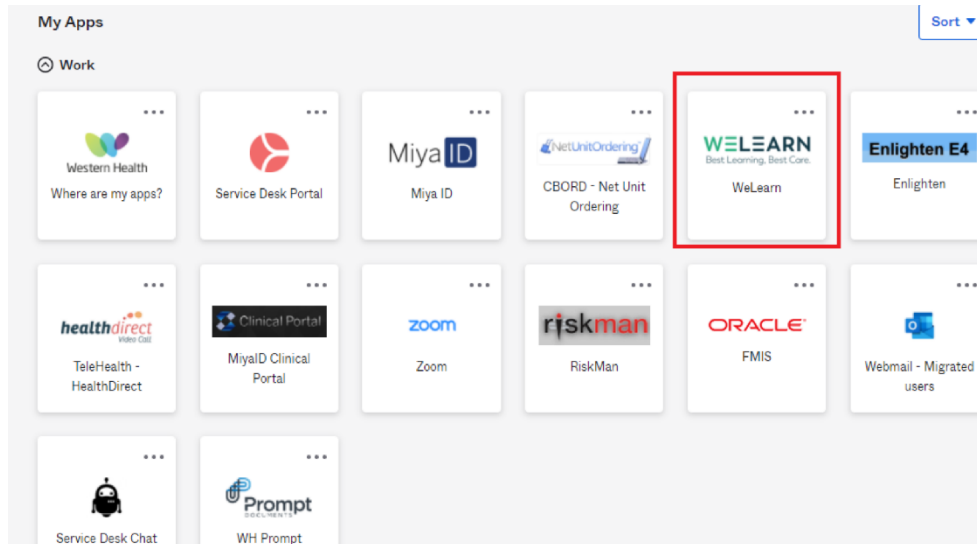


## MANDATORY COMPETENCIES

WeLearn is the platform used at Western Health to complete Mandatory training and competencies (see [appendix 1](#) for the list and links to all mandatory competencies). WeLearn also has other developmental packages that you can optionally choose to enrol in.



To access WeLearn, login to the Okta-SSO portal and click on the WeLearn app



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.

## Recognition of Prior Learning

If you have completed competencies at other organisations, 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](mailto:Welearn@wh.org.au)

For all other competency queries, email [NMWU@wh.org.au](mailto:NMWU@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'.**



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

**Note: It is contractual obligation to complete the mandatory competencies within the timeframes, failure to do so will result in you not being able to work shifts across Western Health and unable to enter your availability in HeWS.**

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. Essential to your understanding of your roles and Responsibilities as a POOL nurse is the following Orientation Package. [Course: Nursing and Midwifery Workforce \(NMWU\) Orientation \(wh.org.au\)](#)

## LEAVE AND ALLOWANCE

### 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 After Hours Hospital Coordinator (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](mailto: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](mailto: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 (LONG SERVICE & PARENTAL & PERSONAL)

For maternity and long service leave, casual staff are required to complete a leave request application in accordance with Western Health Leave Management procedure. Please email application documents and enquiries to [NMWU@wh.org.au](mailto:NMWU@wh.org.au).

Leave Type	Period of Notice	Action Required	Conditions
Annual Leave	Four weeks	Complete Application for leave form (available on intranet) & forward to <a href="mailto:NMWU@wh.org.au">NMWU@wh.org.au</a>	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 <a href="mailto:NMWU@wh.org.au">NMWU@wh.org.au</a>	Must be taken in weekly blocks. i.e. Monday to Sunday
Personal Leave	Minimum 1.5hrs hours prior to shift commencement	<b>You must phone NMWU Allocations 8345 6637 (05:00-22:30hrs) or AHA site (22:30 – 05:00hrs)</b>	Forward medical/carers certificate or Stat Dec to <a href="mailto:WHAllocations@wh.org.au">WHAllocations@wh.org.au</a>  <b>OR</b> 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 will be contacted by NMWU Coordinator to discuss further.
Parental Leave	Ten weeks prior to expected date	Application for Parental Leave  Medical certificate specifying confinement date	Will be required to take any excess annual leave prior.

		Stat Dec to specify primary carer  Forward to <a href="mailto:NMWU@wh.org.au">NMWU@wh.org.au</a>	Must be provided at least ten weeks prior to due date.  Extension of <a href="#">Parental leave</a> requests must be in writing four weeks prior to original return date
<b>Professional development</b>	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

## Qualification Allowance

An Employee will be entitled to a qualification allowance, where an Employee has a:

- Relevant qualification in addition to their base nursing or midwifery qualification;
- Base qualification that is a double degree or Master's degree; or
- A Certificate IV in Training and Assessment.

The qualification allowance will be payable after one year of experience in an area where the qualification is relevant. This qualification is payable from the beginning of the first full pay period commencing on or after that period or after the evidence is provided.

## Working Agency Shifts

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

## DEPARTMENT/ UNIT / WARD ORIENTATION

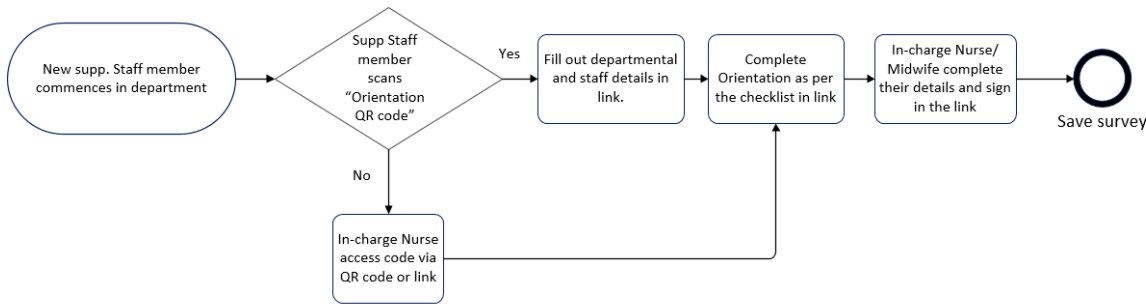
When you work a shift on a ward for the first time, please introduce yourself to the Nurse-In-Charge.

The orientation Checklist form has now **moved online**.

You will see a QR sheet (A4 laminated) in all areas you work at in Western Health. Please see the following regarding the process and frequency of accessing the form:

Frequency: This form is required to be completed whenever you work (Nurse or Health Care Worker) in a new Western Health Department.

Process: Please refer to the process below and scan the **QR code**.



## PERFORMANCE FEEDBACK

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.

The Performance Feedback form has **moved online**. To make accessing the online form easier we are supplying a QR code.

Please refer to the following process and scan the **QR code**.



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

Once completed your NMWU Management Team keep a record to assist in your annual PDP.

## OTHER INFORMATION

### 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 the NMWU Manager as your manager in the initial set up of your RiskMan 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 on 0481096021 or email [NMWU@wh.org.au](mailto:NMWU@wh.org.au). If you are currently working outside of NMWU business hours, contact the After Hours Administrator on your site.

### Pay Slips

BANK 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](mailto:PayHelp@ssg.org.au) in the first instance. Other queries can be directed to [NMWU@wh.org.au](mailto: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](mailto: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](mailto: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](http://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](mailto: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

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

## Appendix 1-Mandatory Competencies

As a Western Health employee, you are required to complete the mandatory competency assessments (refer to [Mandatory Training Requirements - Quick Reference Guide \(wh.org.au\)](#) procedure) listed below:

Mandatory Training	Resource	Frequency
New Staff orientation	Welearn	Prior to commencement
<a href="#">Course: Nursing and Midwifery Workforce (NMWU) Orientation</a>	Welearn	Prior to commencement
Aboriginal Cultural Awareness	Welearn	Prior to commencement
Electronic Medical Record (EMR) for Ward Nurses	Welearn	Prior to commencement
EMR Face to Face	Face to Face – <a href="#">Book in via Welearn</a>	Prior to commencement
Performance Reviews	Complete 3 feedback review forms and upload to Welearn  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. <a href="#">Medication prescription admin procedure</a>  2. <a href="#">Nurse initiated medication procedure</a>	WEEK 1, Once only
Fire and Emergency Procedures	Welearn or face to face	Prior to commencement then annually
General Manual Handling	Welearn	Prior to 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 <a href="mailto:WHAllocations@wh.org.au">WHAllocations@wh.org.au</a> 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	Prior to commencement then annually (certificate requires uploading into Welearn)
Aseptic and No Touch Technique (ANTT)	Welearn	Prior to commencement then annually
Basic Life Support and Defibrillation (BLSD)/ Advanced Life support (ALS)	Welearn and Face to Face	WeLearn to be completed prior to commencement then annually
One of the above, as indicated by area of practice.		Face to face BLSD or ALS, On commencement then Annually

Pool and Bank staff in ward areas BLSD only		Once booked in, please inform <a href="mailto:WHAllocations@wh.org.au">WHAllocations@wh.org.au</a> 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
Occupational Violence and Aggression (OVA) Online	Welearn	Prior to commencement then annually.

## Recommended Learning Packages

Training Name	Resource	Frequency
Hello My name is	Welearn	Prior to commencement
Bedside Nursing Handover	Welearn	Prior to commencement
Falls Prevention and Management	Welearn	Prior to commencement
Delirium Prevention and Management	Welearn	Prior to commencement
Pressure Injury Prevention and Management	Welearn	Prior to commencement
Live Best Care	Welearn	Prior to commencement
Patient Experience and Engagement	Welearn	Prior to commencement