SESLHD PROCEDURE COVER SHEET

NAME OF DOCUMENT	Agency Staff Recruitment
TYPE OF DOCUMENT	Procedure
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LEVEL OF EVIDENCE	National Safety and Quality Health Service Standard: Standard 1 - Governance for Safety and Quality in Health Service Organisations
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EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR	Director, People and Culture
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POSITION RESPONSIBLE FOR THE DOCUMENT	Director People and Culture SESLHD-PeopleandCultureExecutiveCorrespondence@health.nsw.gov.au
KEY TERMS	Agency Staff, Contingent Worker, Employment Screening, StaffLink
SUMMARY	This procedure provides managers and employees with an outline of procedures and processes involved in the recruitment of agency staff for non-nursing and non-medical positions.

1.   POLICY STATEMENT

The purpose of this document is to outline the procedures and processes involved in the recruitment of agency staff for non-nursing and non-medical staff within SESLHD and in line with NSW Ministry of Health Policy - PD2017_040 Recruitment and Selection of Staff to the NSW Health Service.

2.   BACKGROUND

The recruitment of agency staff procedure is designed to assist managers in the recruitment of agency staff in line with the appropriate NSW Health policies and procedures.

NSW Ministry of Health Policy - PD2017_040 Recruitment and Selection of Staff to the NSW Health Service Appendix 1.6 Using executive search/recruitment consultants' states "*must make every effort to fill positions through the usual avenues, prior to engaging a recruitment company and follow any relevant NSW Health policies including the mandatory requirements of this policy directive*"

NSW Ministry of Health Policy - PD2019_003 Working with Children Checks and Other Police Checks Section 12.5 Agency Staff – non healthcare notes that "*Long term agency staff in non-clinical/non healthcare roles identified as non-child related or exempt from the Working with Children Check (WWCC) should have a National Police Check (NPC) before starting work in NSW Health. For short term non clinical agency staff, the NSW Health Agency may determine whether a NPC is necessary based on a risk assessment of the position*".

Agency staff should not be employed unless all other strategies to fill vacancies through usual recruitment avenues have been attempted.

Agency staff must be set up in StaffLink as a Contingent Worker. Maintaining Contingent Worker information in StaffLink will accommodate global reporting; provide access to Manager Self Service (MSS) and/or Employee Self Service (ESS), access to My Health Learning or access to NSW Health systems (SWIS) where required; and record appropriate service and work related employment screening checks which can be qualified against the position requirement and person record.

This procedure **does not apply** to positions covered under the following Awards/ Classifications:

- Public Health System Nurses' and Midwives' (State) Award
- Public Hospital Medical Officers Award
- Public Hospital Career Medical Officers (State) Award
- Staff Specialists (State) Award
- Wardspersons/Surgical Dressers.

DEFINITIONS

Agency Staff – Workers engaged through, or by, an employment agency and supplied to SESLHD as the hiring employer on a temporary basis.

Contingent Worker - A Contingent Worker of NSW Health/ SESLHD is not paid through the NSW Health payroll, but maintained in StaffLink.

Contingent Workers may include:

- Students, Volunteers, Contractors, Chaplains, Agency Staff
- Health Executive Service (HES)
- Honorary Medical Officers (HMOs), Clinical Observers
- Visiting Medical Officers (VMOs), Visiting Dental Officers (VDOs)
- Defence Force staff

This procedure does not deal with all Contingent Workers.

3.   RESPONSIBILITIES

3.1   Agency staff will:

- Provide appropriate documentation (as per Section 5.2 of this procedure) prior to commencement
- Not commence in a position until a StaffLink number has been assigned
- Engage in line with their Agency
- Follow all NSW Health/ SESLHD procedures/ policies/ guidelines.

3.2   Line Managers will:

- Ensure every effort has been made to fill positions through the usual avenues, prior to engaging agency staff
- Seek appropriate approval to recruit agency staff
- Ensure agency staff member is being placed in an established position in StaffLink (if a new position then appropriate grading process needs to be followed first– contact People & Culture Business Partners for assistance)
- Ensure that all documentation (as per Section 5.2 of this procedure) is completed prior to commencement of the agency staff
- Complete the mandatory fields in the Contingent Worker template including the contract end date and send to SESLHD Position Maintenance
- Process payments for agency staff via Accounts Payable/MRD.

3.3   General Managers/ Service Directors will:

- Consider the request for utilisation of agency staff and approve requests under their delegation
- Ensure the recruiting manager has made every effort to fill positions through the usual avenues, prior to engaging agency staff.

3.4   People Assist Hub staff will:

- Ensure the recruiting manager has made every effort to fill positions through the usual avenues, prior to engaging agency staff
- Ensure appropriate approvals have been sought before setting up agency staff
- Ensure position is established in StaffLink
- Ensure manager has completed the mandatory fields on the Contingent Worker template including contract end date

- Process employment screening checks for agency staff and enter screening check details on the Contingent Worker template
- Liaise with HealthShare to create Contingent Worker in StaffLink
- Provide recruiting manager with StaffLink assignment number once set up in StaffLink
- Advise recruiting manager if employment risk assessment precludes the agency staff from employment.

3.5   People & Culture will:

- Have overall responsibility for ensuring that the recruitment of agency staff is in accordance with this procedure and NSW Ministry of Health Policy - PD2017_040 Recruitment and Selection of Staff to the NSW Health Service
- If required, conduct an employment risk assessment when a National Police Check reveals a criminal history
- Advise People Assist Hub staff if employment screening clearance is declined following risk assessment.

3.6   Chief Executive will:

- Ensure local procedures are developed and implemented to ensure that the recruitment of agency staff is in accordance with this procedure and NSW Ministry of Health Policy - PD2017_040 Recruitment and Selection of Staff to the NSW Health Service.

4.   APPROVALS

The appointment of agency staff is considered to be a last resort following the inability to recruit via normal methods.

As such, the approval of such appointments must be discussed and considered in detail with appropriate authority **(see Appendix 1 - Brief to General Manager/ Director – seeking approval to engage agency staff)**.

Approvals should only be made for short-term time limited periods. Where a facility/ service may require long term approval this may be granted by the relevant General Manager/ Director for a maximum 12 month period before seeking further approval for extension.

The process described above should be followed for initial agency appointments. The brief **(Appendix 1)** should be completed and considered for approval by the relevant General Manager/ Director for each initial appointment proposal (unless otherwise requested and approved – e.g. approval may be granted for a department to engage a number of agency staff for an approved period of time rather than an individual appointment).

For extensions of agency staff contracts, approval must be sought by the relevant General Manager/ Director via email and provided to SESLHD Position Maintenance.

5.   PROCEDURE

5.1   Setting up Agency Staff as a Contingent Worker

Prior to engaging agency staff, the recruiting manager is to seek approval after ensuring every effort has been made to fill position/s through the usual avenues (as per Section 4 of this procedure).

When approval has been granted, the recruiting manager will complete the 'How to Record Contingent Workers in StaffLink' form and Contingent Worker template and send the completed form, template, approved brief (if applicable) and documentation (as outlined in Section 5.2 of this procedure) to SESLHD Position Maintenance (SESLHD-PositionMaintenance@health.nsw.gov.au)

Note: if agency staff are being recruited to a position that is not established in StaffLink, the recruiting manager will be required to complete the 'Create a Position in StaffLink' form, seek grading approval from People & Culture Business Partners and send the form and evidence of grading approval to SESLHD Position Maintenance to create the position.

SESLHD Position Maintenance will review evidence of approval to engage agency staff, information provided via the 'How to Record Contingent Workers in StaffLink' form, the Contingent Worker template and documentation provided. SESLHD Position Maintenance will liaise with recruiting manager if further information is required.

SESLHD Position Maintenance will process the National Police Check. Once the check has cleared they will provide the Contingent Worker template to HealthShare to process.

Once HealthShare have returned the StaffLink assignment number, SESLHD Position Maintenance will advise the recruiting manager.

5.2   Documentation
The following documents are required prior to an agency staff commencing work:
- Identification Checklist for consent to undertake a National Police Check (NPC)
- National Police Check Consent Form
- Declaration for Staff, Volunteers and Contactors
- Employment Screening: National Police Check and/or a Working with Children Clearance from the Office of the Children's Guardian (if applicable to the position)
- NSW Ministry of Health Policy – PD2015_049 NSW Health Code of Conduct - signed Code of Conduct (final page only required)
- Evidence of appropriate approval to appoint to the vacancy through an Agency
- Evidence of visa work rights (if applicable)
- SESLHD Pre-Employment Health Declaration Form

Please note: some positions may require additional documentation (e.g. clinical positions that require staff to be fully vaccinated/immunised). These documents will need to be provided to the relevant manager for assessment.

5.3   Removal of Agency Staff from StaffLink

To remove a Contingent Worker from StaffLink a separation form will need to be completed when logged into StaffLink:

- NSWH Employee Self Service > Separation; or
- NSWH Manager Self Service > Electronic Forms > Separation.

Note: For more information on how to submit a Separation for a Contingent Worker, refer to StaffLink eForms (MSS Forms) User Guide or contact SESLHD Local Roster Administrator team at SESLHD-LocalRosterAdministrator@health.nsw.gov.au or 9382 3320.

6.   DOCUMENTATION

- Create a Position in StaffLink Form
- Contingent Workers via SARA Knowledge Articles
- Completing the Contingent Worker Fact Sheet (accessed via Workforce Forms)
- Approval to Engage Agency Staff Brief (Appendix 1)
- Separation Form (accessed via StaffLink)

7.   AUDIT

Not required.

8.   REFERENCES

- NSW Ministry of Health Policy – PD2017_040 Recruitment and Selection of Staff to the NSW Health Service
- NSW Ministry of Health Policy – PD2019_003 Working with Children Checks and Other Police Checks
- NSW Ministry of Health Policy – PD2015_049 NSW Health Code of Conduct
- Approved Government Contract Agencies

9. REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval
September 2015	0	Kelly Crawford, A/Manager Recruitment and Workforce Transaction Services, SESLHD. Endorsed by the A/Director Workforce Services for Draft for Comment.
November 2015	1	Approved by DET for publishing
April 2016	2	Level of Evidence updated to reflect District accreditation to be against National Standards (not EquIP). Minor change approved by Director Workforce.
September 2016	2	References updated in sections 3.1 and 3.2 and reference links updated.
August 2017	3	Policy reference update. Approval process updated following approval from DET
September 2017	3	Approved by Director Workforce Services.

		Minor Review – Processed by Executive Services prior to publishing
November 2017	4	Policy reference and department names updated
March 2019	5	Minor review, approved by Director Workforce Services. Policy reference and links updated for employment screening. Processed by Executive Services prior to publishing.
September 2019	6	Minor review included updating the brief template to the current brief template layout and adding a link to the approved government agencies. Approved by Executive Sponsor. Processed by Executive Services prior to publishing.
July 2020	7	Minor review, approved by Director People and Culture Update to contact points, updated from Workforce Services to People and Culture and included Defence Force Staff.
July 2020	7	Processed by Executive Services prior to publishing.
March 2022	8	Update to contact points, updated from Human Resources Advisory Services to People and Culture Business Partners and Recruitment and Workforce Transactions team to People Assist Hub
April 2022	8	Approved by Executive Sponsor. Published by SESLHD Policy..

Appendix 1: Approval to engage agency staff

Briefing Ref: TXX/XXXX

Write the title here – key words, one line

Analysis	To provide advice to the General Manager/ Director concerning the request for <engagement of agency staff > for <position title>, <position number>, <cost centre number>
Recommendation	That approval be given for <Position title>, <position number> to be temporarily filled by a suitable person via <type in agency name>

Background and Key Issues

- <Position title>, <position number> vacant due to <reason for vacancy>
- NSW Health Recruitment and Selection of Staff to the NSW Health Service PD2017_040 Appendix 1.6 Using executive search/recruitment consultants states "*must make every effort to fill positions through the usual avenues, prior to engaging a recruitment company and follow any relevant NSW Health policies including the mandatory requirements of this policy directive* "
- Under SESLHDPR/441 the General Manager/ Director must provide approval for the engagement of agency staff
- <Position title> has been advertised via ROB <type in Approval To Fill number/s from ROB> and was unsuccessful
- Require <Position title>, <position number> to be filled due to <reason for filling with agency staff> for <enter period of time>
- Able to source a suitable person via <type in agency name>
- <type in any additional information to assist General Manager/Service Director>

Impact

Consider impacts   Patient Safety / Organisational Reputation / Aboriginal Health / Financial / Human Resources / Industrial relations / Staff safety

Strategic Alignment

Does the recommendation align with a District, site or service strategy or business plan

Risk

This brief does / does not identify unmitigated risk(s) - if yes provide Enterprise Risk Management System [ERMS] risk number XXXXX and current risk rating XXXX
OR Approval of this brief mitigates risk to / of XXXXX by XXXXX

Consultation

Clearly outline/explain consultation that has taken place, include name and position of persons consulted and any comments received

Contact

<<Name, Position, Phone>>,   Date

Approval <<update approval chain as required>>

Name/Position: **Click to enter date.**

Name/Position: **Click to enter date.**

Name/Position: **Click to enter date.**

Name/Position   **Click to enter date.**

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY