

Contingent Workers: Agency Labor Frequently Asked Questions

WHAT IS AGENCY LABOR?

Individuals filling a staffing need for Geisinger through an external relationship, paid by an agency, for example, registered nurse, administrative assistant, etc.

HOW ARE THESE INDIVIDUALS ENTERED INTO WORKDAY?

Through a [requisition](#) in Workday, like requesting a new employee. Once your requisition is approved and it is posted to an agency, candidates will start to come through the **recruitment process** (see page 2).

RECRUITMENT PROCESS

The recruiter will select which agencies receive postings. If you want to add new agencies, please discuss with your Recruiter.

Candidates go directly to the Hiring Manager for review when submitted by the agency. For more information, check out [this job aid](#).

The agency is notified through Workday when a candidate is selected for interview and contracting. Offline discussions will take place to firm up details such as contract start/end date, etc.

TIMEKEEPING

Agency workers have schedules and timecards in UKG (Kronos) and/or the appropriate timekeeping system, such as Smart Square.



If you have a contingent worker from an agency who appears in Workday but not Smart Square, please contact **our Employee Contact Center at 570-271-6640 or employeecontactcenter@geisinger.edu**.

EXTENDING CONTRACTS

When a Contingent Worker extends their contract end date and is staying in the same role, submit a Change Job to extend their anticipated Contract End Date. For help, [see this job aid](#).

CHANGING CONTRACTS

If the Contingent Worker is remaining at Geisinger but moving to another department, submit a

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Change Job to change their supervisor. Be sure to choose the Job Managed (JM-) Supervisory Organization. For help, [see this job aid](#).

STREAMLINED HIRING

To best support our clinical areas, *AMN Healthcare* has created a single email:
GeisingerAMNRequests@amnhealthcare.com

1. Email *AMN* the following details:

- Workday requisition number
- Cost center
- Scheduled weekly hours
- Shift and anticipated schedule
- Call requirements if any
- Guaranteed hours? Y/N
- Weekend/Holiday requirements
- Target start date
- Length of assignment (standard is 13 weeks)
- Preferred candidate experience
- Unit description & other helpful notes

2. When *AMN* receives information related to potential candidates, they will email that information directly to you, the manager.

3. From there, you should **immediately call the candidate to interview**.

4. Feedback can be sent to *AMN*. This includes: if you would like to extend an offer; you weren't interested; or, you weren't able to connect with the candidate.

5. When extending an offer, *AMN* will work with you to complete the process.

6. *AMN* will place the chosen candidate on the Workday requisition and attach the confirmation sheet. The candidate will route to **Hiring Manager Review**, which will place them in the manager's Workday inbox.

7. From there, you must move the candidate to **Contract Contingent Worker** for the candidate to route to HR.