When picking up DukeShifts, why do the job codes of my primary job and the DukeShift job have to match?

A very common question to the DukeShift team is something similar to below:

"I am a PSA (RMA, HUC, MA, Financial Care Counselor, etc) but I also have an active NA listing. Can I use DukeShift to pick up extra shifts as an NA?"

The answer is NO. DukeShift allows employees volunteer for OT on your primary job or a way to volunteer to FLOAT your extra shift to a department in need. It is not meant to circumvent the hiring and compensation process used to hire secondary employees (ie, employees working separate additional jobs at the same organization as their primary job).

The reasons are as follows:

1. A manager needs to be responsible for the CBO (competency based orientation), annual skills renewal, OESO requirements, licensure requirements, etc for the job performed.   If you are working a secondary job, the secondary manager takes on these responsibilities. However, when your pick up a DukeShift, the primary manager is responsible for your performance on your DukeShift. The primary manager is not managing job expectations of a separate role. In other words, a manager of a PSA is not monitoring the job requirements of an NA.

2. Rate of pay is determined by banding and years of experience. Thus it is highly likely that the employee is eligible to receive the same rate of pay for both roles. Therefore, one can not simply swipe in and out for a different job via DukeShift and get the correct rate of pay. Only being set up as a secondary employee allows an employee to be paid different rates of pay for different types of work.

3. Related to item 2, the work hours in API are used to report on productivity and for Medicare/Medicaid reimbursements. If one is simply swiping in and out in API and they hold a different job title, the information sent to these reports is incorrect. For government agencies, it is actually falsification.

Any employee wishing to work an additional job with a different job code than the primary job has to be hired as a secondary employee by a specific department(s) and should would only be able to work for that department(s). The rate of pay would likely be different and the employee would not use API to swipe in or out – the employee would fill out a secondary timecard. Secondary employees do receive overtime pay but do not receive any shift differentials.

Exempt employees also can not use DukeShift. The compensation process for exempt employees is very different. Both managers need to communicate with the employee's payroll representative for more information.