Vacancy Management API

Frequently Asked Questions (FAQs)

1. What is the Vacancy Management API?

RLDatix's Vacancy Management API simplifies the process of onboarding and assigning temporary workers to open shifts in Optima. By integrating with external vendor systems, the API automatically sends available shifts to connected agencies. Workers can then directly book themselves into desired shifts, which are immediately reflected in the system.

2. What are the benefits of using Vacancy Management API?

a) Improved demand visibility to Agency Workforce
- Vacant duties will be automatically communicated to agencies via the API as soon as they are released by the requesting organisation, eliminating manual intervention.
- Transferred demand will be instantly accessible on Agency Systems, allowing them to promptly promote and fill shifts.
- Automating demand management processes will reduce manual effort for both the requesting organisation and agencies, potentially leading to cost savings and resource reallocation within the organisation.

b) Reduced time to confirm fulfilment of shifts
- Agency-filled duties will be instantly reflected in the requesting organisation's Bankstaff and Optima systems, eliminating manual data entry.
- Automating the transfer of shift fill information will streamline processes, reduce manual workload, and potentially free up resources within the Trust's bank team.

c) Improvements in cancellation information exchange
- Agency shift cancellations will be immediately visible in the organisation's Bankstaff and Optima systems, allowing for timely refilling of vacancies.

d) Improved data security
- With access to data controlled centrally through an API, the organisation has improved assurance that their data is only being seen and utilised by authorised users with reduced risk that agency users have left the agency but retained system access.

e) Improved agency interactions
- The API streamlines the agency onboarding process by reducing administrative tasks and providing access to essential reference data.
- Real-time demand updates via API minimize the need for manual communication and improve data accuracy, leading to fewer queries and preventing potential performance issues caused by improvised demand management practices.

3. Which agency vendors use the API?

Agencies that are confirmed as connected vendors, with access to the Vacancy Management API, are listed in the RLDatix Partners website.

If you would like to confirm that an agency vendor is a connected vendor, and authorized to use the Vacancy Management API, please contact your RLDatix account manager.

4. What Staff groups can the Vacancy Management API be used for?

The Vacancy Management API is currently licensed for use with all Nursing & Midwifery staff groups.

5. Will I be charged by agencies once they start using the API?

Any contractual agreements and associated charges are agreed between the organisation and the agency. However, RLDatix do not anticipate that agencies will increase charges when using the Vacancy Management API.

6. How do I know data is safe when transferred through the API?

The API incorporates robust security measures to safeguard data transmission. By utilizing encryption and adhering to the HTTPS protocol with TLS 1.2 certification, we ensure that any data exchanged through the API is securely protected.

7. How will the API impact agency permissions and access to the organisation's system?

The API does not alter existing agency permissions and access controls. Agencies will continue to interact with the requesting organisation's system within the confines of their authorized permissions, as defined in Bankstaff.

- Agencies will only be able to access demand and book agency workers that are explicitly permitted within their Bankstaff configuration.
- Only agency workers who have been approved and set up in Bankstaff can be booked by agencies.

8. What are the potential risks and compliance issues associated with using Robotic Process Automation (RPA) for vacancy communication, and why is the Vacancy Management API the recommended approach?

The Vacancy Management API is the exclusive, officially supported method for agencies to automate agency request and fulfilment communication. Utilizing RPA technology for this purpose is strictly prohibited due to the substantial risks it poses to organisation's and the safety of their data, and as such is contrary to contractual terms of agreement.

Furthermore, the Vacancy Management API is the only supported approach, as RPA can introduce vulnerabilities, potentially leading to data leaks or unauthorized access. To ensure security, compliance, and optimal system performance, it is imperative to exclusively utilize the Vacancy Management API for automated vacancy communication.