



# LACK OF ROLE CLARITY OR ROLE CONFLICT

## CONTROL MEASURES

*Control measures are specific actions or procedures that are put in place to manage or mitigate identified risks. They are reactive measures that are implemented after risks have been identified and assessed as part of the risk management process. Control measures are designed to reduce the likelihood or impact of risks, and they can take many forms, including administrative controls, engineering controls, and personal protective equipment.*

- **Clearly Define Roles and Responsibilities:** Ensure that roles and responsibilities are clearly defined, communicated, and understood by all workers.
- **Establish Standard Operating Procedures:** Standard operating procedures should be established to ensure that workers understand how to perform their tasks effectively.
- **Provide Clear Task Instructions:** Clear task instructions should be provided to workers to ensure that they understand what is required of them.
- **Develop Job Aids and Checklists:** Job aids and checklists can help to ensure that workers follow standard procedures and perform tasks correctly.
- **Regularly Review Roles and Responsibilities:** Regular reviews of roles and responsibilities should be conducted to ensure that they remain relevant and up-to-date.
- **Regularly Review position descriptions** to ensure they are up to date and they workers understand them.

### DO

provide up-to-date position descriptions

provide an organisational chart that gives a clear view of structure and communication channels, as well as clear contact information for each person

provide an induction to all new workers

develop personal work plans

### DO NOT

change job functions or position descriptions without consultation and discussion

undermine an individual's authority by making decision for them or over-ruling them without any prior discussion

put multiple people in charge of the same task



## PSYCHOSOCIAL HAZARDS FACT SHEET 5

discuss roles and work plans at team meetings

ensure workers have clear goals and performance standards

encourage feedback from workers

foster an environment where workers may seek clarity and ask for assistance when unclear, feel confident doing so and know who to ask