

Role Clarity and Expectations Policy

(Insert organisation name)

About this Policy

Purpose

The purpose of this policy is for all staff of **(Insert organisation name)** to be aware of a shared view regarding the importance of role clarity. Role clarity provides all staff with a clear understanding of their own tasks, responsibilities and processes at work which help to reduce role confusion and stress. It's important for staff to have a clear understanding of the flow of work and various demands on other roles in the organisation too. Effective communication between employees and leaders regarding expectations of roles is essential for a psychologically safe and thriving workplace as this provides an opportunity for discussions, and reviews on work design aspects including role clarity, control, autonomy, and decision making. It's important for staff to have role clarity as this provides clear expectations on how they should perform in their roles, which contributes to increased job satisfaction and a productive work culture. Also, providing staff with an element of control regarding how they go about achieving work goals and making decisions on how to manage their own work demands, contributes to increased commitment to their work.

(Insert organisation name) recognises that all staff benefit from an opportunity to clearly understand the expectations of their roles, and can do this through discussions with leadership. The various platforms and channels for communication regarding role clarity are an important aspect for all staff to be aware of so there are optimal opportunities for discussions on the design of their roles and for any potential risk factors to be addressed.

Goals

The leadership and management team of **(Insert organisation name)** will:

- Provide all staff with a clear understanding of their performance expectations, tasks and requirements of their roles and encourage open and honest communication regarding any potential psychosocial hazards.
- Provide various communication channels and platforms to allow for discussion about staff roles. These may be through regular and ongoing meetings, one on one discussions, job descriptions, performance appraisal or review systems which support communication regarding workplace design factors such as role clarity, along with identifying any risk factors.
- Regularly review operational procedures and levels of organisational efficiency which align with work design to ensure this supports employee and team performance goals and improves wellbeing for all staff.
- Meet relevant workplace health and safety legislation requirements pertaining to psychological health and wellbeing.
- Provide adequate support and relevant training for all staff to perform effectively in their roles.
- Increase employee knowledge and opportunities to have an element of control regarding their work and empower their autonomy and decision-making skills.

- Utilise all available opportunities to hear feedback from staff and incorporate reasonable adjustments and / or changes to workplace design factors which contribute to an improved psychologically safe and thriving workplace.

Scope

This policy applies to all staff of **(Insert organisation name)**

Responsibility

All leaders and managers are encouraged to:

- Ensure every employee has equal opportunities to communicate any aspects of their roles and responsibilities, along with any risk factors which impact their work.
- Ensure all staff have regular opportunities to discuss their roles and responsibilities through various platforms and channels.
- Encourage staff to be involved in making decisions about their work, and provide an element of control and autonomy in how they do their work.
- Provide all staff with respect, empathy and understanding whilst supporting them in their roles so they feel psychologically safe to communicate any aspects of their work design.
- Have a clear understanding and knowledge of ways to help mitigate psychosocial hazards resulting from role ambiguity, low autonomy, low decision making and control.
- Consult with staff regularly about their roles to help provide guidance and support and to ensure they have a clear framework on their performance expectations, tasks and requirements of their roles.
- Lead by example in taking care of your own mental health and actively follow this policy to demonstrate the benefits of aligning role clarity to the strategic direction of the organisation by enhancing your own accountability and ownership of your role and expectations.

All employees have a responsibility to:

- Take reasonable care of their own mental health and wellbeing and contribute to good work design practices.
- Ensure you have a clear understanding of your own role, expectations of the job and related tasks along with accessing various channels and platforms for communication in your workplace.
- Be proactive in communicating about your role, responsibilities, tasks and performance expectations regarding your work.
- Be proactive in identifying psychosocial risk factors which may increase work-related stressors and communicating ideas on potential improvements to address these.
- Encourage the promotion of good work design practices for oneself and others through a commitment to working reasonable hours, managing mental, physical and emotional demands which are reasonably practicable.

Communication

(Insert organisation name) will ensure that:

- All staff are made aware of this policy at the commencement of work
- This policy is easily accessible by all members of the organisation
- Employees are informed when a particular activity aligns with this policy
- All leaders and managers actively contribute to and provide feedback to this policy

Monitoring and review

(Insert organisation name) will review this policy in _____ months after implementation and annually thereafter.

The effectiveness of the policy will be assessed through:

- Review the policy by management and committee to determine if objectives have been met and identify barriers and enablers to ongoing policy implementation.

Date

Manager

Title

{e.g. CEO, General Manager}

Signature

Date

Date of next review