



# Unclear Duties or Responsibilities.

## Work Design

### Unclear duties or responsibilities.

- Clarify duties and task responsibilities.
- Update position description to clarify and reflect any changes agreed.
- Where appropriate, communicate changes to relevant teams.

A wide range of work situations can create role confusion, such as beginning a new job, starting in a new organisation, a transfer, a new supervisor, or manager or following a change in the structure of a work unit. Lack of role clarity can lead to tension and conflict between workers.

### How to Fix Unclear Duties or Responsibilities

Ensure employees understand their role within the work group and the organisation, but also how this role is relative to their colleagues and other work groups, and what to do when expectations on different employees' conflict or overlap.

One approach is to find the **responsibility gaps**, this is the difference between what your people are doing and what you need them to be doing. **This should be done with your employees.**

## **Responsibility Gaps.**

### **1. Determine what needs to get done.**

Use job descriptions as a guide to list the tasks you need them to perform.  
(if you don't have one refer to the document – Writing Job Descriptions)

### **2. Understand what is being done.**

Now write down the tasks they actually are performing

### **3. Is there a gap?**

Chances are this has happened because roles and responsibilities are unclear, so use this opportunity to clarify them.

### **4. Set and reset.**

Discuss priorities and agree to meet on an ongoing basis. Give people ownership over specific areas and ensure you provide room for feedback – they may have ideas on how to improve tasks.

Going forward make sure you have a well thought out induction programme and communicate clearly with staff what their roles and responsibilities are during this. Ensuring staff can ask questions and you provide channels for regular feedback can also assist with role clarity on an ongoing basis.