

The doughnut (roles and responsibilities)

The doughnut (roles and responsibilities) is a tool that helps employees, not only see what they must do (core responsibilities), but where they can try things (judgment and creativity) and also identifies what is not their responsibility. Clarity around roles and responsibilities for those who provide support is very important for positive change to occur in people's lives and for employees' wellbeing.

Benefits for the person

- Makes it more likely that those things that are most important will happen.
- People will be more creative in how they provide support.
- Those paid will not get involved with things that are not their paid responsibility.

Benefits for employees and the organisation

- Creates a culture of accountability where people know what they are responsible for.
- Clearly shows who is responsible for what and where people can be creative.
- Helps with employee wellbeing - not knowing what is expected of you is a source of anxiety and stress.
- Can be used as a basis for personalised job descriptions and contracts.

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Using it with an individual

- Think with the person about how they want to be involved, for example giving the manager information about what they want to see from his/her being at their meetings or looking at what people have suggested and agreeing/suggesting changes to it.
- Think about a situation (for example, community connecting) and support the employee team to think about what are their core responsibilities (things that must be done, for example, health and safety, things vitally important to a person. If they are not done, it is a performance management issue,) and where employees can try new things, be creative and use their judgement, and if there are elements that paid employees should not get involved with.
- Decide where and how to act on this (create SMART actions) and record it (for example in the person's one page profile or person-centred plan/support plan, or in employee job descriptions/contracts).

Using it with a team

- Decide what you need to focus on – e.g. a specific role or specific situation.
- Using columns for each category, rather than writing on the circles, may make what is written easier to see and read, or you can use the doughnut (roles and responsibilities) template.
- Work with the team to think together about what is core for their role in that situation. Help them think about where they can try new things and experiment in relation to this situation and whether there are things that are outside of their paid role.
- Decide what it will take to implement your learning – what actions need to be taken by whom?
- Think about where and how this needs to be recorded and shared.