



Psychosocial Hazard Quick Guide

JOB DEMANDS (HIGH & LOW)

Job demands are the **physical, mental and emotional demands of a role** (e.g. work hours, sitting/standing, concentration requirements, exposure to distressing situations). When the level of demands are **excessively high or low**, this is considered a psychosocial hazard that can cause psychological injury if instances are **severe, prolonged or frequent**.

A quick guide to managing the risk associated with job demands is summarised below, to help you understand how to spot and address job demands in your teams.

WHAT TO LOOK OUT FOR

Look out for these warning actions or behaviours that might indicate an issue with job demands:

HIGH Job Demands:



- Longer working hours without breaks
- Time pressure or unreasonable deadlines
- Communication outside of working hours
- Reports of feeling overwhelmed or stressed
- Lower quality work or missed deadlines

LOW Job Demands:



- Extended periods of repetitive or monotonous work
- Lack of task variety
- Allocation of tasks below worker skill level
- Lack of engagement with work
- Increased irritability or negativity



POTENTIAL EFFECTS OF JOB DEMANDS

If excessively low or high job demands are severe and/or occur frequently over time, they can increase the risk of:



Mental illness (e.g. *depression, anxiety*) if demands remain consistently high



Burnout & fatigue from challenging workloads



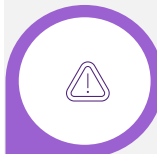
Reduced engagement or performance if team members feel overworked or undervalued



Increased turnover and/or workplace injuries

When considering the level of risk for this hazard in your team or workplace, remember to ask yourself:

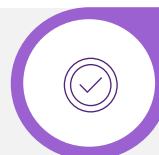
1. How **LONG** have these issues been occurring?
2. How **OFTEN** are they occurring?
3. How much do these issues **IMPACT** your team members?



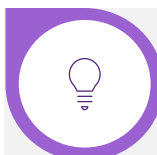
WHAT YOU CAN DO

Some actions you could take as a leader to help address job demands:

- ▶ Regularly **review work timeframes** and set **realistic goals**
- ▶ Ensure workers **take regular breaks** and speak up if they feel their workload is troubling them
- ▶ Rotate tasks and schedules to **create task variety** and **evenly distribute workloads**
- ▶ Support workers to **perform mentally demanding work** uninterrupted or in quiet spaces
- ▶ Create **support for workers making complex or difficult decisions** (e.g. *debriefing*)
- ▶ Provide **support and resources for team wellbeing**, such as flexible working
- ▶ Look for ways to **minimise double-handling** and **remove unnecessary tasks**
- ▶ Ensure workers are **appropriately trained** and supported to perform their work
- ▶ Refer workers to **appropriate treatment channels** for psychological, emotional or physical concerns



GOOD PRACTICE



Managing job demands effectively is an ongoing process and you should review your knowledge and the effectiveness of your actions regularly.

Keep these tips in mind:



Lead by example to role-model job demand best practice management (e.g. *take regular breaks*)



Be vigilant of peak demand periods like the start or end of semester, where job demands are more likely to fluctuate



Remember to consider the physical environment, processes & systems, training and consultation channels to help protect against job demand risk



Create and encourage conversations with your workers about job demands, to get feedback, raise concerns and promote early risk intervention