



## **ROLE DESCRIPTION : WELFARE OFFICER**

The Welfare Officer(s) ensures that members and guests have a trained and trusted person to speak to about a concern either within the club or outside of club activities.

A Welfare Officer is the lead person who has the right skills and knowledge to manage any concern raised in an appropriate way.

They have responsibility for implementing and promoting the club's Safeguarding Code of Conduct, to protect children and adults at risk.

They also have overall responsibility for ensuring members and guests follow the club's Inclusion and Diversity and Social media policies.

The club chairman is the de facto deputy Welfare Officer and is a point of escalation and support as required.

### **Typical responsibilities:**

A Club Welfare Officer (CWO) with the support of the club committee has the responsibility to:

- promote an environment where club members and guests feel safe, respected and included
- implement effective Child and Adult Safeguarding Policies and Procedures and keep them up to date.
- promote safeguarding at the club and encourage good practice
- respond appropriately to safeguarding concerns
- report to the club committee on safeguarding matters, whilst maintaining appropriate confidentiality.

- maintain records of safeguarding training attended by club members
- make sure that members are aware of:
  - how to contact the Welfare Officer
  - the codes of conduct for working with children/adults at risk when relevant.
  - how to respond to safeguarding concerns
- deal effectively with breaches of the codes of conduct, poor practice, or allegations of abuse
- keep up to date with developments in safeguarding
- attend the relevant safeguarding courses for the role of Welfare Officer
- maintain confidential records of reported safeguarding concerns and action taken
- liaise with the HCAF Welfare Officer and/or statutory agencies if/when required.
- maintain and promote the club social media policy and ensure it is followed.
- complete a criminal record check through the relevant Home Country procedures
- complete the England Athletics online safeguarding and "Time to Listen" training

### **Person specification**

It is desirable for a Club Welfare Officer to:

- have an interest in safeguarding and welfare matters.
- be friendly and approachable with the ability to communicate well
- be willing to challenge opinion, where necessary, and to drive the safeguarding agenda.
- have strong listening skills and the ability to deal with sensitive situations with empathy and integrity.

- have an understanding of the importance of confidentiality and when information may need to be shared in confidence in order to protect the best interests of a child or an adult at risk.
- have the confidence and ability to manage situations relating to the poor conduct/behaviour