Outline role description – Welfare Officer

This template can be used to support volunteers who are responsible for safeguarding and welfare at your organisation. It highlights the key tasks, likely commitments and personal development opportunities for a Welfare Officer. It also sets out the anticipated time commitment to undertake the role.

This template is an example. It’s designed to enable you to adapt and amend each section to fit the needs of your organisation and its volunteers.

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| **Organisation name** |  |
| **Role title** | *Welfare Officer* |
| **Time commitment**  [Be as flexible as possible to accommodate the availability of the volunteer] | *The time commitment per week/month is likely to be:* |
| **Location**  [State if the role needs to be carried out in person, online, or a combination of both] | *The Welfare Officer should be contactable remotely and attend regular, in person, check-ins and meetings to review any safeguarding issues or concerns, paperwork, processes and/or operational changes required to support their tasks and role.* |
| **Desirable qualities and skills**  [Edit this section to provide a list of the qualities, skills and any training requirements that are needed to fulfil this role] | *To effectively fulfil this role, a Welfare Officer will need to:*   * *Be approachable, friendly and empathetic.* * *Have good communication and listening skills.* * *Be able to confidently share resources and promote policies and procedures.* * *Take a person-centered approach.* * *Be passionate about providing a safe, welcoming and inclusive environment for all.* * *Be confident when dealing with sensitive and difficult situations.* * *Be confident dealing with and resolving conflict.* * *Have good, basic, administration and computer skills including the ability to keep accurate records.* * *Have an awareness of safeguarding legislation, the differences between safeguarding children and adults and a willingness to learn how to recognise and respond to the signs and allegations of abuse.* * *Understand the importance of confidentiality, be tactful and discreet.* * *Effectively manage situations relating to poor conduct and behaviour.* * *Seek help and support if you are unsure of what to do.* |
| **Main tasks**  [Edit this section to identify the main tasks required, remember to think about the language you use to demonstrate that the role is interesting, rewarding and impactful] | *The main tasks associated with this role could include:*   * *Working with others to promote safeguarding and welfare across the organisation* *to encourage a safe, welcoming and inclusive environment.* * *Undertaking relevant training to support you in your role.* * *Acting as the first point of contact where concerns about welfare, poor practice or abuse are identified.* * *Responding appropriately and efficiently to any safeguarding concerns and allegations following your procedures.* * *Maintaining confidential records of reported safeguarding concerns and the actions taken.* * *Ensuring that all participants, volunteers, staff and parents/carers are aware of how to report any safeguarding concerns.* * *Working alongside the committee/trustees to ensure the organisation fulfils its responsibilities to safeguard children and adults.* * *Leading and regularly reviewing the implementation of your safeguarding policies and procedures.* * *Ensuring the organisation’s safeguarding commitments are referenced in other relevant policies and procedures.* * *Recognising poor practice and the signs of abuse.* * *Maintaining contact details for local social care departments, the police, Sport Welfare Officers and safeguarding leads at Active Partnerships and National Governing Bodies.* * *Ensuring that safer recruitment processes are implemented and in line with legal requirements and your policy.* * *Advising on the organisation’s training needs and ensuring attendance, for all required personnel, at appropriate safeguarding training and maintaining attendance records.* * *Keeping informed of any developments and changes to safeguarding legislation.* * *Upholding and living the organisation’s values and codes of conduct.* * *Being on, or reporting to, the management committee or board and representing the organisation at external safeguarding meetings.* |
| **Supported by**  [Add the names and contact details of the person(s) that will support the Welfare Officer in their role]. | *This role will be supported by other members of the organisation with a responsibility to support its safe running, including the Chair, relevant committee/board members, the Secretary, Volunteer Coordinator, any other Welfare Officers and other relevant volunteers or staff.* |
| **What can be gained from this role?**  [Outline the skills, qualifications, and experiences that the individual can expect to gain from their role] | * *Playing a lead role in providing a safe, welcoming and inclusive environment for all.* * *Personal development opportunities to improve confidence, communication, dealing with difficult and sensitive situations, networking and partnership working skills.* * *A chance to attend training and gain safeguarding qualifications and experience.* * *Employment and career development prospects.* * *A sense of achievement, fulfilment and the opportunity to give back to your local community.* * *The opportunity to meet new people and make new friends.* |
| **Other information**  [Add any other information that’ll help make the role appealing and reassure the potential volunteer that it’ll be a fun, rewarding and supported opportunity] |  |

Tasks for individuals willing to support your Welfare Officer

Safeguarding is everyone’s responsibility. Identifying other volunteers that can support your Welfare Officer can be a great way of prioritising safeguarding and welfare.

Everyone at your organisation should want to support a safe culture. Some may be interested in the Welfare Officer role but unable or reluctant to commit the time required to take on all aspects themselves. If you find these people, don’t let them go, see if they can help lighten the load!

Your organisation, or Welfare Officer, may welcome the opportunity to share some of their to-do-list. If they are, ask them to consider if some of the smaller tasks could be done by others. When thinking through the tasks that could be shared, it’s important to remember your responsibilities around privacy and data protection and the safeguarding requirements of any of the National Governing Bodies of sport or other organisations you’re affiliated to.

We’ve listed some examples of tasks below to help you get the conversation started.

| **If you’ve got a few hours** | **If you’ve only got an hour** | **If you’ve only got a minute** |
| --- | --- | --- |
| Work with your Welfare Officer and/or committee to review your existing notices, posters and webpages. Look to make improvements where possible. | Tell new, or remind existing, participants about your safeguarding policies and procedures and where to find them. | Each volunteer / paid member of staff takes responsibility to inform the Welfare Officer of the expiry dates of their own training and DBS checks. |
| Review any safeguarding policies and procedures, against best practice and suggest amendments. | Check the links on your website are working and make sure the names and phone numbers published are up to date. | Make sure your noticeboards contain information about who to contact about safeguarding concerns and how to get hold of them. |
| Raise your own awareness by attending safeguarding training. | Familiarise yourself with the steps you can take to ensure the welfare of others. | Be the eyes and ears - Ask your friends, fellow participants and colleagues if they’re okay, and then ask again!  If you see or hear something that doesn’t feel right, report it to your Welfare Officer or lead committee member. |

For more information explore Buddle’s guidance on [breaking down roles into tasks](https://buddle.co/learning-and-support-resources/getting-help-people/working-out-tasks-and-roles/needs-and-skills-1?section=breaking_roles_into_tasks) and [safeguarding essentials.](https://buddle.co/learning-and-support-resources/safety-welfare-and-wellbeing/safeguarding-essentials)