



Role & Responsibilities of the **WELFARE OFFICER**

Safer Recruitment Tier: 3

Who will I be responsible to?

The Club Committee, The Safeguarding & Welfare Team

Who will I be responsible for?

All club members, both adult and under 18 (including players, umpires, volunteers and coaches), in relation to welfare, inclusion, and member experience.

What is my role?

1. Support the club to create and maintain a positive, inclusive, and safe environment for all members – this includes club socials such as Dinner Dance Responsible Adults procedure
2. Act as the committee lead for culture, inclusion, diversity, and welfare
3. Maintain and support the Welfare Champions network, ensuring visibility and accessibility across the club
4. Act as a point of contact for adult welfare concerns that do not meet safeguarding thresholds
5. Support members to raise concerns and ensure they feel heard and appropriately signposted
6. Work alongside the Safeguarding Lead where concerns may meet safeguarding thresholds
7. Promote best practice guidance, codes of conduct, and inclusive behaviours across the club
8. Support the club in gathering and responding to member voice (e.g. surveys, feedback)
9. Support any adult member requiring help to access appropriate support services
10. Work with the Safeguarding Lead closely to ensure clarity between welfare and safeguarding concerns and provide mutual role support.

What else can you tell me about the role?

The Welfare Officer is expected to have knowledge of:

1. The club's safeguarding and welfare policies and procedures
2. The difference between welfare and safeguarding concerns
3. Good practice in inclusion, diversity, and member engagement
4. The role of the Welfare Champions network and how to support it effectively

The post holder should:

- Have strong communication and listening skills
- Be approachable and trusted by members
- Be able to maintain appropriate boundaries and confidentiality
- Be able to support and coordinate others (e.g. welfare champions)

Training needed

- Time to Listen (England Hockey live safeguarding training)
- Additional inclusion or welfare-related training as appropriate

How much time will I need to give to the role?

Approximately 2 – 3 hours per week.