



Role Description: Club Welfare Officer

Role purpose

Club Welfare Officers are essential roles within all England Athletics affiliated clubs. They provide members with a trained and trusted individual to approach regarding any concerns. This could be a concern within the club environment or an external matter that is affecting a club member or having an impact on the club. The Welfare Officer is not responsible for personally investigating safeguarding allegations. Their role is to listen, record and report concerns through the appropriate safeguarding procedures.

Skills and requirements

It is desirable for a Club Welfare Officer to have the following skills:

- **An interest in safeguarding:** Possess a genuine interest in safeguarding and welfare matters to effectively promote the welfare of all club members.
- **Be approachable:** Be friendly and approachable, with the ability to communicate effectively with both adults and children.
- **Be an advocate for safeguarding:** Be willing to challenge opinions constructively when necessary and actively promote a safe culture within the club
- **Good listening skills:** Demonstrate strong listening skills and handle sensitive situations with empathy, integrity, and respect.
- **Confidentiality awareness:** Understand the importance of confidentiality and know when and how to share information to protect the best interests of a child or adult at risk.
- **Ability to manage sensitive situations:** Exhibit confidence and sound judgment in managing instances of poor conduct or inappropriate behaviour towards children or adults at risk and recognise when to refer to UKA/EA or seek support.

Key responsibilities

Club Welfare Officers, with support from the club committee, are responsible for

- **Adhering to the UK Athletics Club Safeguarding Code of Conduct:** Ensuring that all aspects of the Club Safeguarding Code of Conduct are effectively implemented across the club

- **Implementing UKA Safeguarding Policies:** Ensuring that the UKA Safeguarding Policies and Procedures for Children and Adults are effectively applied and kept current.
- **Promoting safeguarding awareness:** Advocating for safeguarding and member welfare throughout the club and encouraging best practices among members.
- **Providing Opportunities** for members to have a voice. Being accessible and providing a safe space for members to share their concerns without fear of victimisation or reprisals
- **Responding to concerns:** Addressing safeguarding and welfare issues appropriately and in a timely manner, seeking advice and guidance from EA Welfare Team when necessary, and referring all serious concerns to UKA immediately in line with UKA Safeguarding policy
- **Keeping safeguarding as a priority within the club:** Having regular discussions with the wider committee regarding welfare and safeguarding, considering pro-active measures and providing updates, whilst maintaining confidentiality and sharing information only on a need-to-know basis
- **Safe recruitment practices:** Overseeing the recruitment of volunteers and helpers working regularly with children and/or adults at risk to ensure compliance with legal safeguarding standards.
- **Safeguarding Training Records:** Maintaining accurate records of safeguarding training completed by club members.
- **Licences and Criminal Record Checks:** Verifying that all coaches and officials have current licences and criminal record checks in compliance with club and regulatory standards.
- **Ensuring any other roles which come into contact with children** have completed a self-declaration and DBS if required.
- **Awareness and Accessibility:** Ensuring that volunteers, staff, parents/carers, and all club members are informed of:
 - Who the Welfare Officer is and how to contact them.
 - The codes of conduct for their role
 - Procedures for responding to safeguarding concerns.
- **Staying Informed:** Keeping up to date with developments in safeguarding protocols and best practices.
- **Mandatory Training:** Completing and updating the Club Welfare Officer training.
- **Criminal Record Check:** Undergoing an Enhanced DBS check through UK Athletics.
- **Confidential Record-Keeping:** Maintaining confidential records of all reported safeguarding concerns and any actions taken in response.

- **Recognise that the Welfare Officer is not acting as a counsellor**, medical professional or mediator and refer members to appropriate services where necessary.
- **Avoid investigating allegations** or interviewing those involved beyond gathering the information necessary to make an appropriate referral.
- **Contact other agencies**, such as, emergency services, the police, social care or another appropriate authority when a concern presents an immediate risk, in accordance with safeguarding guidance.
- **Declare** and appropriately manage any personal conflicts of interest.
- **Support succession planning** and provide an effective handover to the incoming Welfare Officer.

Training required

- Online safeguarding module
- Virtual Welfare Officer Course
- Valid DBS