



Welfare Officer role description

Name of Welfare Officer:

The role description below incorporates the role of administering the Disclosure and Barring Service (DBS), this function could be separated from the general Welfare Officer role. Organisations may want to consider having more than one Welfare Officer, to share the responsibility and combine people with a mix of the skills / experience below.

ROLE DESCRIPTION

Everyone in hockey has a responsibility to safeguard and protect young people. The key role of the Welfare Officer is to support the organisation to promote good safeguarding practice across the organisation, to be the named point of contact for all members of the Hockey Family, to implement England Hockey's Safeguarding and Protecting Young People in Hockey Policy & Procedures where a concern has been raised.

ROLE

- Role model best safeguarding practice
- Support the organisation to put into practice its safeguarding implementation plan
- Be the key contact with England Hockey Ethics and Compliance Team (includes Lead for Safeguarding)
- Be the point of contact for members of the Hockey Family where concerns about the welfare of a young person have been identified
- Support the organisation to implement good safeguarding practice and challenge poor practice and breaches of the England Hockey Code of Ethics and Behaviour
- Support the organisation to implement England Hockey's and their own safeguarding policy and procedures
- Be the point of contact for members of the Hockey family regarding the administration of the Disclosure and Barring Service (DBS) at a local level; including verifying identity documents for those members completing their DBS
- Support the organisation to ensure staff and volunteers relevant qualifications and DBS checks are up to date
- Be a member of the organisation's management committee to advise on organisational safeguarding matters and DBS non compliance
- Support the organisation's management committee to review safeguarding practices and processes following the completion of an issue or concern that has been investigated
- Maintain contact details for local children's social care services and police in case of emergency
- Ensure confidentiality is maintained

EXPERIENCE AND KNOWLEDGE

- Own organisations role and responsibilities to safeguard the welfare of young people – boundaries of the Welfare Officer role
- Knowledge of England Hockey's Safeguarding and Protecting Young People in Hockey Policy & Procedures and own organisation's policy and procedures
- Basic knowledge of core legislation and government guidance This can be gained through welfare officer training
- Basic knowledge of roles and responsibilities of local statutory agencies (children's services, police, Local Safeguarding Children Board (LSCB) and Local Authority Designated Officer (LADO). This can be gained through welfare officer training. The Welfare Officer must have full contact details for their local agencies
- Awareness of equality and safeguarding issues

SKILLS

- Child-focused
- Good listener and being non judgmental of any issues or concerns that are raised
- Basic administration*
- Basic safeguarding advice and support
- Communication (with all members of the organisation including young people and adults)
- Interpersonal skills and being calm and approachable at all times
- Maintaining accurate records of issues and concerns that have been raised
- Ability to promote organisation's policy, procedures and resources

ADMINISTRATION

- Administration is an essential skill where the Welfare Officer is fulfilling the role of administering the DBS check. All England Hockey DBS checks are now completed online, so a basic level of IT skills are required.
- Liaising with relevant members of the organisation regarding the completion of their DBS check
- Verification of identity documents for relevant members completing their DBS check
- Maintaining an accurate register of in progress/completed DBS checks and coaching qualifications

TRAINING

- It is a requirement that Welfare Officers attend the Sports Coach UK 'Safeguarding and Protecting Children in Sport' workshop. For details of local workshops go to: www.sportscoachuk.org
- England Hockey deliver 'Time to Listen' (TTL) workshops. These hockey specific workshops, aimed in particular at Welfare Officers, build on the awareness of the Sports Coach UK workshop and focus on implementation of safeguarding at local level. For details of workshops please contact your Regional Office. The Sports Coach UK workshop is a prerequisite for attending the TTL workshop. It is a requirement that Welfare Officers attend TTL as part of the Clubs First accreditation process.

- This role description (August 2014) is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the role.