

## Welfare Officer Role Description

### Welfare Officer

***The Welfare Officer is responsible for creating a safe and inclusive venue for everyone. A club may choose for this role to only focus on safeguarding, or also on Equality, Diversity and Inclusion (EDI). By 'Safe and Inclusive tennis' we mean safeguarding and EDI.***

### Main duties

- To promote safe and inclusive tennis, empowering staff, volunteers, coaches, members and the committee to deliver a safe and inclusive venue and culture
- To ensure safeguarding and equality are on the agenda at committee meetings and to assist where required with safe and inclusive risk assessments
- To ensure safe and inclusive information, including policies, reporting procedures and Welfare Officer poster is clearly displayed
- To champion respect and Fair Play
- To be the main point of contact for all children and adults to report concerns and disclosures, handling concerns calmly and sensitively in line with the club's reporting procedure and prioritising the wellbeing of the child/adult at risk at all times
- To work with the LTA Safe and Inclusive Tennis teams when concerns arise within your club. To record concerns on the Reporting a Concern Form and forward to the Safeguarding Team
- To contact the Local Authority children's or adults' social care teams and the police where appropriate
- To support and assist your club to fulfil its safeguarding and EDI responsibilities for Tennismark accreditation
- To ensure the relevant people at your club attend the LTA Safeguarding and Protection in Tennis training
- To support any young volunteers at the club, having regular check-ins and being aware of young volunteer [guidelines](#)
- To check the [LTA safeguarding](#) section online for updates and resources.

### Skills and traits

In an NSPCC survey, children said welfare officers should be:

- Tactful and discrete
- Able to resolve conflict
- Engaging and supportive
- Approachable and trustworthy
- Good listener and friendly
- Caring and understanding
- Professional and helpful.

### Key relationships

- Chairperson and management committee
- Coaches
- Volunteers at the venue
- All members – junior and senior, plus parents/carers of junior members.

### Time commitment

- Attendance at key club events, such as open days and junior competition
- Attendance at management committee meetings
- 2-3 hours per week.

### Criminal records check

- Essential for this role – see [here](#) for more information.