

Welfare Officer Role Description

Overview of the Role

This is a volunteer role fulfilled by any adult member.

The Welfare Officer is responsible for promoting safeguarding within the club/venue and working with others to ensure a safe and inclusive environment is achieved.

What the role involves

Responsibilities include:

- Working with others in the club to promote safeguarding, diversity and inclusion and ensuring compliance with the LTA's minimum standards for venue registration
- Working with others in the club to ensure safeguarding and diversity and inclusion information, including policies, reporting procedures and details of the venue Welfare Officer are visible and available
- Working with others in the club to promote the venue's Code of Conduct(s)
- Ensuring safeguarding and diversity and inclusion is on committee meeting agendas
- Acting as the first point of contact for all children and adults where concerns about welfare, discrimination, poor practice or abuse are identified
- Working with the LTA Safeguarding Team when concerns arise within the venue
- Maintaining contact details for the LTA Safeguarding Team and key statutory agencies
- Contacting the Local Authority children's or adults' social care teams and the police about concerns where appropriate
- Working with the LTA Safeguarding Team to facilitate audits of the venue in relation to the minimum standards
- Working with the Committee/Management and LTA to facilitate the completion of any action plan to address the results of an audit
- Working with others in the venue to ensure the relevant people at the venue have completed a satisfactory criminal records check

Training and support available

Before starting in this role, you will need to attend Safeguarding and Protection in Tennis training (or another course approved by the LTA) and Time to Listen training. You are encouraged to have yearly training updates. Support will be provided by the LTA's nominated Safeguarding representatives and regional personnel.

Skills and experiences needed for the role

- Tactful, discrete and able to resolve conflict
- Engaging and supportive
- Approachable and trustworthy
- A good listener and friendly

The Welfare Officer must not be a member of the venue's coaching team and should not be related to a member of the coaching team (for example, their spouse).

Commitments

- Attend the various committee meetings, which are typically held from 7-9pm on Thursday evenings every other month, plus the AGM in May.
- Up to one hour every two weeks, plus attendance at key events, open days and junior competitions

Further Information

- The role requires a DBS check. The Club will assist with any application process.