

## Welfare Officer Role Description

Sport plays a vital role in the growth and development of children and young people, and adults at risk and provides opportunities for them to take part in exciting, challenging and healthy activities. Around 8 million children and young people participate in sporting activity each year, with approximately 55,000 of those children and young people being regularly competing juniors. There are over 11 million disabled people in the United Kingdom with 20,900 playing tennis on a weekly basis. Most participate in sport safely, but a small number of children and adults at risk are abused by adults working or volunteering in sport.

Everyone that works with children, young people and adults at risk has a shared responsibility to ensure they are safe from harm and have an enjoyable tennis experience, as set out in current legislation (Children Act 1989, Children Act 2004, Safeguarding Vulnerable Groups Act 2006, the Mental Capacity Act 2005, the Equality Act 2010) and *Working Together to Safeguard Children* guidance (HM Government 2010) and the *Pan London Procedures to Safeguard Adults from Abuse* (2011).

As a volunteer, the Welfare Officer role is aimed at those who are not coaches but would like to gain additional skills and be involved in tennis at their club. In order to take on the role you will need to be over the age of 18 and bring relevant life experience to the role.

Welfare Officers are pivotal to the promotion of safety and well-being within their tennis venue, along with ensuring that children, young people and adults at risk are able to participate in tennis in a fun, safe and inclusive environment.

Welfare Officers are available to all members at their tennis venue, and have the skills and expertise to deal with any potential situation surrounding the safety and well-being of members whilst paying particular attention to those most vulnerable such as; children, young people, children with disabilities, elite players and adults deemed at risk.

Whether you have been nominated for the role or if you're interested in the role, here are some key points to help you understand your role and responsibilities as a Welfare Officer.

### Essential Skills and Values

1. Ability to promote safety and well-being through the tennis venue and ensure that safeguarding remains on the agenda of each Committee meeting.
2. Ability to deal with concerns that may arise in relation to children, young people, adults at risk in a calm and composed manner, treating information seriously and confidential.
3. To develop trusting and successful relationships with children, young people and adults.
4. Approachable, good listener, tactful and discrete and able to support those who may seek advice.
5. Excellent communication skills, written and verbal.

6. Empower everyone and challenge where appropriate.
7. Common sense approach and an ability to assess situations fairly.
8. Ability to know what information can be kept confidential and that which cannot.
9. Ability to manage confidential information sensitively and with integrity.
10. Good administration skills and well organised.
11. An understanding of the remit of your role and when to seek additional help from the Safeguarding Team.

### The Role

As the Welfare Officer it is your responsibility to:

1. Respond to any concerns or issues that arise for children, young people and adults at risk in a confidential and sensitive manner;
2. Contact the Safeguarding Team to discuss any concerns that have been raised where you do not feel able to adequately manage the situation;
3. Contact Children's Social Care and the Police if a child is at immediate and significant risk of harm;
4. Contact Adult Social Care or the Police if an adult at risk is at immediate and significant risk of harm;
5. Record any concerns reported to you in relation to children, young people and adults at risk on the **Well-Being Form** and forward to the Safeguarding Team for reference or for the matter to be escalated;
6. Actively promote the safety and well-being of all children young people and adults at risk with members and committee members;
7. Ensure all club members are aware of their duty of care towards children, young people and adults at risk, which means ensuring their safety and well-being;
8. Support and assist the club to fulfil its responsibilities when organising activities for children, young people and adults at risk;
9. Support and assist the club to fulfil its responsibilities for Clubmark in relation to children, young people and adults at risk;
10. Encourage those in a position of trust and authority to attend the LTA Safeguarding Training and LTA Equality, Diversity and Inclusion Training; and
11. Maintain quarterly contact with the Safeguarding Team for support and reading email updates that the team sends.