COMMITTEE ROLE DESCRIPTION - WELFARE OFFICER

ENGLAND HOCKEY

WELFARE OFFICER

Role purpose

The Welfare Officer leads and coordinates the Club's safeguarding arrangements and acts as the primary point of contact for safeguarding and welfare concerns.

The role must be carried out in accordance with England Hockey's safeguarding policies, procedures, guidance and role requirements.

Accountable to

The Committee, while retaining appropriate independence in the management and referral of safeguarding concerns.

Key responsibilities

The Welfare Officer will:

- Act as the Club's main safeguarding contact.
- Promote a safe, inclusive and participant-centred culture.
- Receive and respond to safeguarding concerns.
- Refer concerns to England Hockey, statutory agencies or emergency services where appropriate.
- Maintain appropriate confidentiality and safeguarding records.
- Advise the Committee on safeguarding responsibilities and risks.
- Ensure that safeguarding concerns are not inappropriately managed as ordinary complaints.
- Support the implementation and review of safeguarding policies.
- Promote safer recruitment and appropriate DBS checking.
- Monitor safeguarding training and qualification requirements.
- Ensure that codes of conduct are communicated and understood.
- Support appropriate arrangements for changing rooms, transport, photography, communication and supervision.
- Provide safeguarding information to members, parents, carers, coaches and volunteers.
- Liaise with England Hockey's Safeguarding Team where advice, support or referral is required.
- Attend relevant safeguarding training and maintain required qualifications.

Key responsibilities (cont)

- Report safeguarding themes, risks and assurance information to the Committee without unnecessarily disclosing confidential details.
- Ensure appropriate arrangements are in place when the Welfare Officer is unavailable.

Important boundaries

The Welfare Officer should not:

- Investigate suspected criminal offences.
- Promise complete confidentiality.
- Act beyond their training or authority.
- Personally manage a concern where they are conflicted or implicated.
- Store safeguarding records in an insecure or generally accessible location.

Skills and attributes

The Welfare Officer should demonstrate:

- Approachability and good listening skills.
- Calm and proportionate decision-making.
- Integrity and discretion.
- Confidence in raising concerns.
- An understanding of safeguarding procedures.
- The ability to maintain appropriate professional boundaries.
- A commitment to inclusion and participant welfare.

Requirements

The role holder must:

- Complete safeguarding training required by England Hockey.
- Complete a DBS check where the role is legally eligible and required by England Hockey.
- Maintain knowledge of England Hockey's current safeguarding reporting procedures.
- Be registered or approved by England Hockey where required.

Estimated time commitment

Approximately [insert number] hours per month, although additional time may be required where concerns arise.

Appointment, Term of Office and Review

Each role holder will be appointed or elected in accordance with the Club's governing document.

The normal term of office will be [insert term], subject to any limits set out in the governing document.

Role holders may be required to:

- Complete an application or nomination process.
- Declare conflicts of interest.
- Sign the Committee Code of Conduct.
- Complete relevant induction and training.
- Undertake a DBS check where the role is eligible and required.
- Complete registration or approval processes required by England Hockey.
- Participate in an annual role review.

Role descriptions should be reviewed:

- At least every [two/three] years.
- Following a change to the governing document.
- Where responsibilities significantly change.
- Following a serious incident or governance review.
- When required by England Hockey.

Handover Requirements

At the end of a term, each role holder should provide an appropriate handover, including:

- Current priorities and outstanding actions.
- Relevant records and documents.
- Account access and passwords using a secure process.
- Contact details for key stakeholders.
- Upcoming deadlines.
- Known risks or unresolved matters.
- England Hockey submissions, registrations or actions that remain outstanding.
- Equipment, keys or assets held on behalf of the Club.

No outgoing role holder should retain Club records, personal data, passwords or property after their authority has ended.