

A YEAR IN THE LIFE OF A HOCKEY CLUB WELFARE OFFICER



ENGLAND
HOCKEY

The **Welfare Officer** plays a vital role in creating a safe, positive and inclusive environment for everyone involved in a hockey club. While much of their work happens behind the scenes, they are often the person who helps members feel supported, heard and valued. Their focus is on welfare, safeguarding and ensuring that hockey remains enjoyable for all.

August to September: Preparing for the Season

As a new season approaches, the Welfare Officer helps ensure the club is ready to provide a safe environment for all members.

Typical responsibilities include:

- Reviewing safeguarding and welfare policies
- Ensuring contact details and welfare information are up to date
- Checking coaching and volunteer safeguarding requirements
- Supporting volunteer recruitment processes
- Promoting welfare and safeguarding information to members
- Establishing clear reporting pathways for concerns

This is an important time to make sure everyone understands their role in creating a safe and welcoming club culture.

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October to December: Building Visibility and Trust

Once the season begins, the Welfare Officer focuses on being a visible and approachable presence within the club.

Key activities may include:

- Introducing themselves to new players, parents and volunteers
- Supporting young people and families within the club
- Responding to welfare-related questions and concerns
- Encouraging inclusive and respectful behaviour
- Working with coaches and captains to promote positive environments
- Monitoring club activities from a welfare perspective

Many issues can be resolved early through communication, education and support.

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January to March: Supporting Members and Managing Concerns

During the middle of the season, the Welfare Officer may become involved in a range of welfare matters.

This may include:

- Listening to and supporting members with concerns
- Managing safeguarding referrals where appropriate
- Maintaining confidential records
- Signposting individuals to specialist support when needed
- Advising the committee on welfare matters
- Helping resolve issues that impact members' wellbeing and club experience

While serious incidents are rare, the Welfare Officer must be prepared to respond appropriately and confidently when concerns arise.

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April to May: Reviewing the Season

As the season comes to an end, the Welfare Officer reflects on what has been learned and identifies opportunities for improvement.

Responsibilities often include:

- Gathering feedback from members and parents
- Reviewing safeguarding and welfare processes
- Recognising good practice across the club
- Supporting end-of-season events to ensure they remain inclusive and safe
- Identifying areas for training and development
- Reporting key themes to the committee.

The focus is on continuous improvement and ensuring the club remains a safe place to participate

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June to July: Planning and Development

The close season provides an opportunity to strengthen welfare provision for the future.

Activities may include:

- Reviewing welfare action plans
- Updating policies and procedures
- Supporting committee planning discussions
- Attending safeguarding and welfare training
- Contributing to annual reports and AGM discussions
- Preparing resources for the new season

This period allows the Welfare Officer to ensure the club remains aligned with best practice and ready for the year ahead.