



OUR CLUB[®]
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WELFARE OFFICER ROLE GUIDE

AQUATICS FOR EVERYONE FOR LIFE



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Role of the Welfare Officer

The Welfare Officer is a mandatory role, however is not a committee role. It is a vital the Welfare Officer is provided the opportunity to report to the committee on the current activities they are undertaking to improve the values and culture in the club to safeguard members. In partnership with the club committee, the Welfare Officer must also ensure that the club is adopting and implementing the various safeguarding procedures, which are necessary for it to demonstrate its duty of care to children and safeguarding adults. To ensure safeguarding and key actions are an agenda item at committee meetings.

The job is to lead with the safeguarding and protecting of children, young people and adults.

A club welfare officer (CWO) is the person within a sports club with primary responsibility for managing and reporting concerns about children and adults, and for putting into place procedures to safeguard children in the club. All of which should be fully supported by the management committee. These procedures include Safe Recruitment and DBS checks are upheld, ensuring DBS checks are renewed every three years by club personnel who supervise children. (A DBS Officer role may take on the DBS checking however should always maintain excellent communication with the CWO). Safe recruitment ensures check are completed to further knowledge about volunteers and have knowledge regarding their suitability for their role in the club.

The CWO is responsible to the Chairperson.

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What you'll get out of it

- Sense of giving back and a real sense of achievement
- Contribution to the safeguarding and protecting of children, young people and adults
- Making a difference
- Meeting lots of people from different backgrounds and promoting your club as inclusive
- A chance to develop skills
- Potential career development / improved employability
- Training and qualifications

What you'll need knowledge of

- Swim Wales Child Safeguarding Policies & Procedures
- Swim Wales Safeguarding Adults Policy & Procedures
- Core legislation, government guidance and national framework for child protection
- Roles and responsibilities of local statutory agencies (Social Services, Police and Area Child Protection Committees)
- Role and responsibilities of both the National Governing Body and the club in safeguarding the welfare of children and young people and the boundaries of the club welfare officer role
- Awareness of equalities issues and child protection
- GDPR and Data Protection
- Conflicts of interest

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You will also need:

- Basic administration skills
- Ability to maintain records
- Ability to provide basic and impartial advice
- A child focussed approach
- Good communication skills.
- Attend training every three years – Time to Listen Course and Safeguarding courses for both children and adults
- Excellent listening skills
- To be proactive and engage with members and their parents/carers and share information about reporting procedures, information about safeguarding policy and procedures
- Maintain a confidential approach with sensitive information

What a Welfare Officer does:

- Ensure compliance with Swim Wales Safeguarding Adults Policies and Procedures
- Understand and uphold confidentiality
- Steer across the membership the club values and culture in providing a safe environment for members to participate in
 - Assist the club to fulfil its responsibilities to safeguard all members
 - Assist the club to implement the child welfare section (including training) of the Swim Wales Child Safeguarding Policies & Procedures and adult safeguarding (including training) practices and procedures
 - To be the first point of contact for staff, volunteers, parents and children/young people where concerns about club member welfare, poor practice or child abuse are identified by ensuring you are known and visible and your contact details are accessible
 - Be the first point of contact with Swim Wales Safeguarding Lead at your National Governing Body for all safeguarding matters
 - Implement the National Governing Body's reporting and recording procedures using MyConcern and promote other reporting methods such as MyVoice and Whistleblowing

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- Maintain contact details for local Social Services, Police and the Area Child Protection Teams
- Report criminal acts to the Police and involve statutory agencies when appropriate to support keeping members safe and free from harm
- Respond to concerns immediately
- Advise Swim Wales Lead Safeguarding Officer when a concern recorded on MyConcern can be closed and filed
- Promote the National Governing Body's best practice guidance/code of ethics and behaviour within the club and anti-discriminatory practice
- To act independently and in the best interests of a child at the club, putting their needs above that of others and the club itself
- To ensure that all relevant club members, volunteers and staff have a DBS check every three years if appropriate and the opportunity to access appropriate child safeguarding training. (The CWO may not be responsible for processing the checks)
- Ensure confidentiality is maintained and act professionally. Prevent opportunities for gossip by only sharing information when it is appropriate to do so
- Be clear about the club's responsibilities when running activities for children and young people
- Help club personnel to recognise that safeguarding is everyone's responsibility and to actively play their part
- Maintain professional relationships with all club personnel and members
- Adhere to procedures for managing concerns
- Have a club email address for club matters that is password protected
- Keep up to date with procedures and attend related training and forums
- Complete a handover with a successor

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