

Welfare Team Guidelines

Mission Statement

The primary role of our Welfare Team is to safeguard all club members, ensuring a safe and supportive environment. We aim to promote welfare, address concerns regarding poor practice, and take action against any instances of abuse, especially concerning vulnerable individuals.

Key Responsibilities of all officers

1. First Point of Contact

Team members will be trained to handle concerns and reports related to welfare, poor practice, and potential abuse.

Maintain a nonjudgmental and empathetic approach while addressing members' concerns.

2. Promote AntiDiscriminatory Practices

Uphold the club's commitment to inclusivity and respect for diversity.

Actively challenge discriminatory behaviour and practices.

3. Best Practice and Ethics

Ensure compliance with the club's best practice guidance and code of ethics.

Engage in regular training updates to stay informed about best practices in welfare and safeguarding.

4. Confidentiality

Understand the importance of confidentiality in sensitive matters.

Clearly communicate when information must be shared to protect the welfare of individuals or comply with legal obligations.

5. Volunteer Commitment

Each team member is expected to volunteer at one club event and one production per year to maintain visibility and engage with members.

6. Assist designated Officer

Collaborate with the designated welfare officer to address any raised concerns and ensure appropriate actions are taken.

Be accessible for meetings with members to discuss any welfare concerns with other officers, management, members, parents or coaches. Report where required.

Participate in follow up discussions to assess the outcomes of raised issues.

7. Monthly Check Ins

Conduct one drop in session per month, engaging with members and coaches to gather feedback and monitor wellbeing.

Document feedback and observations using a standardised form for reporting back to the communications officer and management.

Reporting and Feedback Process

Feedback Form:

Team members will use a designated form to compile notes during the monthly check-ins. This form should be submitted to the communications officer within a week of each drop in.

Assembling Reports:

The communications officer will compile feedback into a report that highlights common concerns and suggestions for improvement to be discussed at management meetings.

8. Training and Development

Team members will undergo regular training on safeguarding, welfare practices, and communication skills to ensure they are equipped to handle various situations effectively.

Conclusion:The Welfare Team is a vital part of our club's structure, dedicated to fostering a safe and supportive environment for all members. By adhering to these guidelines and actively engaging with our community, we can make a positive impact on the welfare of every individual associated with our club.

Key Roles and Responsibilities of the designated Officer:

Manage Immediate Welfare Needs

- Respond to welfare concerns and needs in a timely manner.
- Ensure all requests and issues related to welfare are addressed effectively.

Email Management

- Check and manage emails regularly to stay updated on ongoing concerns.
- Respond to all welfare related emails promptly (within 5 days).

Communication Coordination

- Collaborate with the communications officer to assist in promptly contacting family, staff, and management regarding welfare issues.

Anonymous Case Reporting

- Compile anonymous case reports based on received concerns and observations.
- Ensure all case reports maintain confidentiality and anonymity.

Liaison with Officers

- Engage with all welfare officers to discuss cases (anonymous) and gather input for decision making.
- Work towards reaching a unanimous decision on welfare concerns and cases.

Action Plan Implementation

- Develop and oversee the implementation of a defined action plan following a case decision.
- Ensure all necessary steps are taken in coordination with relevant parties to support wellbeing.

Case Closure Documentation

- Upon closing a case, prepare a comprehensive document detailing all relevant information.
- Submit the finalised document to the communications officer for proper filing and recordkeeping.

Report Preparation

- Gather and compile reports to present at the monthly welfare meeting.

Continuous Improvement

- Evaluate case outcomes to improve processes and enhance future response strategies.
- Stay updated on best practices and changes in welfare management.

Management

- Supervise and mentor welfare officers to ensure high standards of care and support for individuals, providing guidance, training, and performance evaluations to enhance team effectiveness and professional development.
- Monitor and evaluate the performance of welfare officers to ensure compliance with established policies and procedures, conducting regular reviews and providing constructive feedback to maintain accountability and enhance service delivery.
- Provide a monthly recap of welfare meetings directly to management, summarising key discussions, outcomes, and action items to ensure alignment and transparency regarding welfare initiatives and their impact on staff well-being.