**Welfare Officer Role Description**

The Welfare Officer is responsible for promoting safeguarding within their venue and working with others to ensure a safe and inclusive environment is achieved.

**Main duties**

• Work with others in the club to promote safeguarding, diversity and inclusion and ensure compliance with the LTA’s minimum standards for venue registration

• Work with others in the club to ensure Safeguarding and Diversity and Inclusion information, including policies, reporting procedures and details of the venue Welfare Officer are visible and available

• Work with others in the club to promote the venue’s Code of Conduct(s)

• Ensure Safeguarding and Diversity and Inclusion is on the agenda at committee meetings

• Act as the first point of contact for all children and adults where concerns about welfare, discrimination, poor practice or abuse are identified

• Work with the LTA Safeguarding Team when concerns arise within the venue

• Maintain contact details for the LTA Safeguarding Team and key statutory agencies

• Contact the Local Authority children’s or adults’ social care teams and the police about concerns where appropriate

• Work with the LTA Safeguarding Team to facilitate audits of the venue in relation to the minimum standards

• Work with the Committee/Management and LTA to facilitate the completion of any action plan to address the results of an audit

• Work with others in the venue to ensure the relevant people at the venue have completed a satisfactory criminal records check

**Skills and traits**

• Tactful and discrete

• Able to resolve conflict

• Engaging and supportive

• Approachable and trustworthy

• Good listener and friendly

• Caring and understanding

• Professional and helpful

**Training**

• Safeguarding and Protection in Tennis (or another course approved by the LTA) – required

• Time to Listen – required

• Yearly updates – in accordance with LTA guidelines

**Key relationships**

• Chairperson and management committee

• Coaches

• Volunteers at the venue

• All members – junior and senior, plus parents/carers of junior members

**Time commitment**

• Attendance at key venue events, such as open days and junior competition

* Attendance at management committee meetings
* Attendance at coaching sessions on a termly basis

**Criminal records check**

* Essential for this role – Enhanced DBS check

***Reviewed and approved: January 2023 Next review due: January 2025***