

# THE BRIDGEND ASSOCIATION OF BOWLS TENNIS & SQUASH CLUBS COMMUNITY INTEREST COMPANY

## CLUB WELFARE OFFICER

### General Description

The Welfare Officer is responsible for creating a safe and inclusive environment for everyone. The focus will be on users of the Company's facilities who are below the age of 18yrs or Vulnerable Adults. In addition to Safeguarding [specifically child protection] the role will also encompass Equality and Diversity. The post will engage with and where appropriate have responsibility for users of the three Sporting Sections.

The post will be voluntary but recognition in the form of reduced membership fees will be considered subject to Board approval and satisfactory performance. This will be through presentation of a bi-monthly report. A copy of this Report will be made available to National Invigilating Authorities for example Tennis Wales.

The post will be Responsible to the Club Manager and Accountable to the Company Board and be subject to an annual review.

### Main duties

- To promote safe and inclusive tennis squash and bowls, empowering staff, volunteers, coaches, members and the Section committee to deliver a safe and inclusive venue and culture.
- To ensure safeguarding and equality are on the agenda at committee meetings and to assist where required with safe and inclusive risk assessments.
- To ensure safe and inclusive information, including policies, reporting procedures and Welfare Officer poster is clearly displayed.
- To champion respect and Fair Play.
- To be the main point of contact for all children and adults to report concerns and disclosures.
- handling concerns calmly and sensitively in line with the club's reporting procedure and prioritising the wellbeing of the child/adult at risk at all times.
- To work with the LTA and other Safe and Inclusive Tennis teams when concerns arise within your club.
- To record concerns on the Reporting a Concern Form and forward to the Club Manager and the Board Chair.
- On behalf of the Board and Club Manager to establish working advisory links with Local Authority children's or adults' social care teams.
- To support and assist the Tennis Section to fulfil its safeguarding and EDI responsibilities for Tennismark accreditation.
- To ensure the relevant people at your club attend the Safeguarding and Protection training. It is envisaged that the key supporting organisation will be Tennis Wales.
- To support any young volunteers at the club, having regular check-ins and being aware of [young volunteer guidelines](#).
- To engage regularly with the online [LTA safeguarding section](#) for updates and resources.



## Skills and Traits

Welfare officers should be:

- Tactful and discrete
- Able to resolve conflict
- Engaging and supportive
- Approachable and trustworthy
- Good listener
- Caring and understanding
- Professional and helpful

## Key Relationships

- Club Manager
- Tennis Section Coach
- Chair and Secretary of the CIC Board
- Chairs and Secretaries of the three Sporting Sections
- Volunteers at the Venue
- All members – junior and senior, plus parents/carers of junior members
- Tennis Wales National Lead on Safeguarding

## Time Commitment

- Attendance at key club events, such as open days and junior competitions
- Attendance at sections meetings as required
- 2-3 hours per week

## Criminal Records Check

- Essential for this role – [see here for more information](#).

## Further information

- Young volunteer guidelines:  
<http://www.volunteercentres.org.uk/index.php/individuals/volunteering-for-under-18s/>
- LTA Safeguarding information:  
<https://www.lta.org.uk/coach-teach/safe--inclusive-tennis/>
- LTA Criminal Records Check Info:  
<http://www3.lta.org.uk/DBS>