

Welfare Officers

Sport plays a vital role in the growth and development of children, young people and adults at risk. It provides opportunities for them to take part in exciting, challenging and healthy activities.

Welfare Officers are pivotal to keeping children, young people and adults at risk safe whilst at their tennis venue. They also play a key role in creating a fun and inclusive environment.

The Welfare Officer role is aimed at people who are not coaching at their venue, but would like to gain additional skills and be involved in tennis. In order to take on the role you will need to be over the age of 18 and should be able to bring some relevant life experience.

This document outlines the key skills and experience you will need to carry out the role and responsibilities of a Welfare Officer.

Essential Skills and Values

1. Able to promote safeguarding at your tennis club and ensure that it is on the agenda at committee meetings.
2. Able to develop trusting and successful relationships with children, young people and adults.
3. Be approachable, a good listener, tactful and discrete and able to support those who seek advice.
4. Able to deal with concerns in relation to children, young people and adults at risk in a calm and composed manner, treating information seriously, sensitively and confidentially.
5. Understand when to refer matters to external agencies and seek additional help from the Safeguarding Team.
6. Understand what information can and cannot be kept confidential.
7. Take a common sense approach and assess situations fairly.
8. Have excellent communication skills, both written and verbal.
9. Empower everyone and challenge negative behaviours where appropriate.

The Role

As a Welfare Officer it is your responsibility to:

1. Respond to any concerns or issues that arise for children, young people and adults at risk in a confidential and sensitive manner.
2. Contact the Safeguarding Team to discuss any concerns that have been raised where you do not feel able to adequately manage the situation, or if a serious safeguarding issue has occurred.
3. Contact the Local Authority Children's or Adult's Social Care and the Police when appropriate.

4. Record any concerns reported to you about children, young people and adults at risk on the [Safeguarding Concern Form](#) and forward to the Safeguarding Team.
5. Actively promote the safeguarding of all children, young people and adults at risk at your club.
6. Ensure all club members are aware of their duty of care towards children, young people and adults at risk.
7. Support and assist your club to fulfil its safeguarding responsibilities when organising activities.
8. Support and assist your club to fulfil its safeguarding responsibilities for Clubmark.
9. Ensure relevant people at your club attend the LTA Safeguarding and Protection in Tennis training and LTA Equality, Diversity and Inclusion training.
10. Utilise the Safeguarding Team for support and advice, and checking www.lta.org.uk/welfareofficers for updates.
11. **Optional:** Promote safe recruitment practices in tennis in your region by becoming a DBS ID Checker. Read more about this [here](#).

