

Job Description: Regional Welfare Officer

Job Title: Regional Welfare Officer**Department:** Swim England North East Region**Reporting to:** Regional Chair**Location:** Home based with regional travel as required**Key Relationships:** Regional Directors and Staff // Swim England National Safeguarding and Welfare Team // County and Club Welfare Officers**Grade:** Voluntary position (expenses paid)**Job Purpose:**

To support the County Voluntary Welfare Officers as the independent lead on Welfare concerns, complaints and investigations across the NE region as required, working with clubs, Counties and Swim England National Safeguarding and Welfare Teams to improve the identification of welfare complaints and the overall quality of the complaints process.

Regional Welfare Officer Duties and Responsibilities:

- Reporting and working with the National safeguarding team in accordance with Wavepower on regional welfare matters and investigations.
- The Regional Welfare Officer operates independently of the Regional Board's decision-making functions when managing welfare and safeguarding matters and acts as an impartial point of contact for concerns.
- Attend safeguarding / welfare meetings, working groups as required, maintaining the strictest confidentiality at all time.
- Champion and maintain up to date knowledge of relevant policies, procedures, guidance and legislation.
- To provide direct support and relevant communication to county and club welfare officers.
- Provide support and information and advice to parents, members and clubs on Swim England child safeguarding and welfare procedures.
- To conduct / assist with safeguarding / welfare improvement plans where required and ensuring clubs are operating the highest standards of welfare.
- Assist with welfare training to regional teams, counties and clubs.
- Ensure that best practice, new policies or guidance is communicated to regional membership and organisation as a whole.
- As and when required attend and support regional development activity and competitions, ensuring a safe, inclusive and nurturing environment.
- Attend Regional Board meetings as required in an advisory capacity, whilst maintaining appropriate confidentiality regarding individual cases.
- Promote good governance practices that support safeguarding independence and member welfare throughout the Region.
- Support the development of future welfare volunteers and contribute to succession planning for the role.

Essential

- Experience in a similar role.
- Experience of working with volunteers or voluntary organisations.
- Experience of Welfare in Sport, in particular at community and grassroots level.
- Experience of identifying and assessing risk in a safeguarding and welfare context and managing low level investigations.
- Proven ability in following procedures and policies.
- Knowledge of and experience of writing reports.

Desirable

- Excellent written and verbal communication skills.
- A strong understanding of governance and confidentiality.
- Excellent IT, literacy and numeracy skills.
- Strives to champion inclusivity, equality and best practice.
- Excellent decision making ability around risks to children and adults.
- Experience of responding appropriately to a child welfare complaint and / or disclosure, considering the circumstances, audience and situation.
- A level of experience and/or knowledge in relation to general safeguarding processes.
- Completion of all Swim England training requirements applicable to Welfare Officers.