



GUIDANCE NOTES NO:

**5.3**

# WELFARE OFFICERS' ROLES AND RESPONSIBILITIES

**FOR CLUBS AND LEAGUES**

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**FOR ALL**

# WELFARE OFFICERS' ROLES AND RESPONSIBILITIES

*Safeguarding is everyone's responsibility.*

*But as a Welfare Officer you are key, along with the committee, to ensure safeguards are in place at your club/league.*

There are resources available to assist you and a Welfare Officer network for you to gain advice.

Your County FA Designated Safeguarding Officer (CFA DSO) will be able to offer further advice and guidance.

The headings and bullet points below outline your role and responsibilities.

## THE START POINTS:

Ensure:

- There is a safeguarding children policy, anti-bullying policy and equality policy in place;
- Those who hold official roles eligible for an FA DBS check have one that is in-date;
- Officials, players and parents know who their club Welfare Officer is and what the role of the Welfare Officer is;
- There are responsible recruitment processes which include the taking-up of references.

## THE COMMITMENT:

You should always:

- Work collaboratively with your CFA DSO;
- Attend committee meetings, ensuring safeguarding is a regular agenda item;
- Work proactively with your local welfare officer network(s) and attend network meetings;
- Give children and young people a voice.

When reporting safeguarding concerns, always:

- Ensure everyone has access to your safeguarding policy and reporting procedures;
- Ensure concerns are dealt with swiftly and in line with The FA's safeguarding policy;
- Seek advice from your CFA DSO when necessary;
- Use The FA's Referral Form to report safeguarding concerns (see **Guidance Notes 2.2 Safeguarding Referral Form – Affiliated Football**).



When raising safeguarding awareness, always:

- Promote The FA's Safeguarding training among coaches/managers, first-aiders, referees and parents/carers;
- Ensure committee members complete the free online FA 'Safeguarding for Committee Members' course;
- Encourage young leaders to complete The FA's online 'Introduction to Safeguarding'. [Click here](#) to go to Section 4 (Safeguarding Training) of the safeguarding pages on [TheFA.com](https://www.thefa.com) for a link to the online course.

To create a positive and safe environment:

- Familiarise yourself with and make use of The FA's safeguarding children best-practice guidance. See 'The Complete Directory' of [TheFA.com](https://www.thefa.com)'s safeguarding section for all relevant guidance notes;
- Sign up to The FA Charter Standard programme;
- Sign up to The FA's Respect Programme and its Codes of Conduct;
- Hold parent/carer information sessions;
- Develop a club welcome pack for new starters;
- Have a clear and accessible complaints process;
- Ensure you consistently deal with poor practice concerns in line with club policy and procedures.

**Note:** The above are suggestions, not an exhaustive list.

When monitoring and reviewing, always:

- Ensure compliance with Enhanced DBS checks via The FA's online 'Whole Game System';
- Track repeated incidents of poor behaviour and liaise with your committee and where necessary your league and/or County FA.

### THE 'WELFARE OFFICER CODE OF CONDUCT':

It's critical you are familiar with the Code of Conduct and ensure you adhere to it. To remind yourself of the Code, see **Guidance Notes 5.2: Welfare Officers' Code of Conduct**.

### FOR FURTHER INFORMATION

If you need any further advice or information please contact your County FA DSO who will be happy to help you. [Click here](#) for a list of all key County FA contacts, including County FA DSOs.





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