



GUIDANCE NOTES NO:

**5.3**

# WELFARE OFFICERS' ROLES AND RESPONSIBILITIES

**FOR CLUBS AND LEAGUES**

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# 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 'Safeguarding For All' online course.

To find out more about The FA's safeguarding courses visit [here](#).

You can link directly to the online courses [here](#).

Still got questions? You'll hopefully find the answer(s) [here](#).

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](#)'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 FAs 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.





**FOR ALL**

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