

Club Welfare Officer

Our Message and Experience

We have been to visit many clubs within the badminton community, and it is our belief that every club has that people person. Someone who loves to chat, is interested in how people are and what they have been up to. Consider who this person is in your club as they would be brilliant to take on this role.

We have heard many stories about how those in the role go about engaging with their members with a brilliant example being 'Denise' who takes the time to go around and sit down and talk to people, engaging them in conversation and integrating them within the club.

Our intention is to make the role of the club welfare officer as easy as possible. Badminton England has a proactive safeguarding team to support with any concerns and we have developed a library of resources to help clubs to bring a positive club culture to life.

We want to create a welfare officer community and inspire your members to want to volunteer within this role. It is a great opportunity to be involved and support us to raise our standards together!

The Nitty Gritty

The information below is aimed to provide an overview of the role and the key skills. Our website also has an extensive [safeguarding section](#) to support you in this area.

What does a Club Welfare Officer do?

- Act as the point of contact regarding any welfare matters, poor practice and potential or alleged safeguarding concerns.
- Share concerns with the Badminton England Safeguarding Team and provide support to those affected.
- Ensure that all incidents are correctly recorded, reported, and referred in accordance with Badminton England guidance.
- Promote a positive culture of well-being within their club through communication and awareness initiatives.
- Contribute to the development and regular review of policies and procedures relating to safeguarding, codes of conduct and safer recruitment.
- Help to promote the visibility and understanding of policies within their club.
- Ensure the use of qualified coaches with an active Badminton England Coach Licence in their club.
- Check that all relevant club members access appropriate safeguarding training in addition to maintaining their own knowledge and skills.
- Ensure safeguarding and welfare is an agenda item for all club meetings.

**** The BE Club Welfare Officer workshop covers the above and will give your welfare officer the tools to fulfil this role with confidence. There is no expectation of previous safeguarding knowledge/background.***

What skills are required?

- A passion to care for and support all members of their club.
- Excellent communication and social skills to build trust and rapport.
- Approachable and professional in dealing with concerns.
- Good record keeping and an ability to handle sensitive information appropriately.
- Knowledge of safeguarding children and adults and an understanding of how to share/report concerns (*this will be gained from BE training to fulfil the role*).