

Club Welfare Officer Guidance for volunteers and clubs

Aim of the Role

The main aim of the role is to safeguard the welfare of children at the golf club. The person has primary responsibility for managing and reporting concerns about children and for putting in place procedures to safeguard children in the club.

Who makes a good Club Welfare Officer?

A good CWO is someone who is:

- Able to work with a team to ensure that golf is a fun, enjoyable and safe experience for all.
- Passionate about creating an environment that enables Children and Young People to thrive at the golf club.
- Accessible and approachable for children and adults (Ideally not the coach or volunteer with direct responsibility for delivering the junior programmes at the Golf Club)

Personal attributes of a good CWO include:

- Friendly, approachable and enthusiastic.
- Reliable and committed.
- An ability to maintain records.
- Caring and compassionate.
- A child focused approach with good communication and listening skills.
- An understanding of safeguarding, poor practice and abuse.

The Roles and Responsibilities of a Club Welfare Officer

Whilst everyone is responsible for safeguarding, the Club Welfare Officer is the person within a Golf Club with primary responsibility for managing and reporting concerns about children or adults at risk and for putting in to place safeguarding procedures.

Policy and Procedures

1. To assist the club to put Safeguarding Policy and Procedures in place.
2. To assist the club to put implementation plans in place for child safeguarding.
3. To promote awareness of the Codes of Conduct for staff, volunteers, coaches, members (juniors and adults) and parents.
4. To ensure that safe recruitment procedures for staff and volunteers are followed.
5. To ensure that all appropriate existing staff or volunteers have an up-to-date DBS Enhanced Disclosure. These should be updated every 3 years.

Referrals

1. To be the first point of contact for club staff, volunteers, young people and parents for any issues concerning child welfare / adults at risk, poor practice and potential or alleged abuse.

2. To ensure that all incidents are reported correctly and referred, in accordance with Policy guidelines.
3. To act independently and in the best interests of a child at the club, putting their needs above that of others and the club itself.
4. To ensure confidentiality is maintained and information is only shared on a 'need to know' basis.
5. Maintain contact details for the local children's social care department, the police and Local Safeguarding Children Board.
6. Be the first point of contact with the England Golf Lead Safeguarding Officer.

Education and Training

1. To advise the club on appropriate training for coaches and volunteers based on the England Golf recommended training requirements.
2. To signpost those with roles and responsibilities for children and young people to appropriate safeguarding training opportunities.

General

1. Work with others in the club to ensure a positive child-centred environment
2. Assist England Golf to fulfil its responsibilities to safeguard children, young people and adults at risk at club level.
3. To sit on the club management committee to advise on child safeguarding issues or be in attendance as necessary.

Knowledge

1. An awareness of core legislation, government guidance and national framework for safeguarding and promoting the welfare of children and young people.
2. An awareness of the roles and responsibilities of statutory agencies (Children's Social Care, the Police and the NSPCC) & the Local Safeguarding Children Board.
3. An awareness of equality issues, child protection and safeguarding adults at risk.
4. An understanding of poor practice and abuse – behaviour that is harmful to children or adults at risk.
5. An understanding of England Golf's recommended procedures relating to safeguarding children, young people and adults at risk.

Training

1. The following training is recommended:
 - a. Attendance at a UK Coaching Safeguarding and Protecting Children Workshop.
 - b. Attendance at a NSPCC Child Protection in Sport Unit "Time to Listen" child safeguarding training for designated persons.

NB : Please contact England Golf for advice and details on recommended training for your Club Welfare Officer.

Some Top Tips for the Club Welfare Officer

1. Be approachable. Make yourself known to members of the club and ensure all members are aware that you are available to advise any person in the club who has a concern of a child safeguarding nature.
2. Raise awareness of Safeguarding at committee meetings and use recommended templates for Policies and Procedures that promote best practice. Assist the club with putting these in place.
3. Be knowledgeable and clear about how to make a referral. Follow the guidance and flow charts provided by England Golf.
4. Get to know your County Welfare Office, Club Support Officer and England Golf Lead Safeguarding Officer - they will help support you in your role.

England Golf Support

England Golf provides supports and guidance for golf counties and counties in this area.

1. A Safeguarding Policy and Procedures Template is available along with technical support on how to embed the policy into your club or county. Access this through your local [Club Support Officer](#).
2. [GolfMark](#) is our national accreditation and includes a Safeguarding Section to help ensure golf clubs have an appropriate policy, procedures and practises in place.
3. DBS checks for volunteers and staff (not including PGA Professionals) are administered through England Golf. englandgolf.org/dbs
4. Our [DBS Flowchart](#) will help your club determine who is working in regulated activity and needs a DBS check and to attend a Safeguarding Course.
5. If you have any queries relating to safeguarding procedures or concerns about any adult's behaviour or child's welfare, or any disciplinary issues, please contact our compliance team on 01526 354500 or email compliance@englandgolf.org.

For Golf Clubs....

Time Commitments

It is important that the golf clubs consider how much time a Club Welfare Officer can commit towards the role. The responsibility for safeguarding should be shared across the golf club (or county) and role responsibilities should reflect this.

Recognition & Awareness

Most volunteers simply want to feel appreciated and that they are helping the club function well, so a simple 'thank you' goes a long way, especially from the young people for this role. Informally is often the best way to say thanks, but you could also do this at a social event/function, through your Newsletter or on Social Media.

Communicating who the CWO is and how to get in touch with them is an important consideration, particularly for new members and also those who attend coaching but aren't members.

Recruitment

Here are some suggestions how to recruit into this role:

1. Produce some communications on how important volunteers are to your golf club and perhaps a case study on a volunteer, before asking people who you think will be good at the role.
2. Encourage existing volunteers and staff to spread the word about the opportunity.
3. Create a flyer about the role (using our England Golf templates) and send out over email, put on the website, in the newsletter, on social media and on your noticeboard. We also have a template role description to accompany promotion.
4. It is imperative children and vulnerable adults consider your CWO to be approachable, so this is a key consideration when recruiting for the role.