

Welfare Officer Role

Job Description

This document is for guidance only and it is not definitive

1. Role summary

Having received information that a member may be unwell or in need of advice or support assess what type of approach should be made. Confidentiality is of paramount importance.

2. Main responsibilities

- Create a record of those members who would value support
- Obtain members contact details from the Membership Secretary
- Phone the person requiring support as and when required
- Send appropriate cards as and when required
- Carry out home, hospital, or care home visits when appropriate
- Persuade and encourage Group Leaders to keep you informed of anyone who might value being contacted
- Claim expenses for phone calls, cards, stationery, postage, travel costs and any other approved expenses

3. Other

- To carry out a comprehensive handover to a new Welfare Officer when appropriate.

Last Edited: 09/12/22