

# The Fell Runners Association

## Job Description: Welfare Officer

<b>Role</b>	The Welfare Officer exists to handle welfare-related issues that arise within fell-running at individual, club and organisational level.
<b>Main purposes of role</b>	<ol style="list-style-type: none"> <li>1. To act as a first point of contact for anyone wishing to raise a welfare issue within fell running.</li> <li>2. To handle welfare cases and complaints through to their conclusion and act as a conduit between those raising issues and the FRA Committee.</li> <li>3. To ensure that clubs, individuals and the wider fell running community can enjoy, participate in and feel supported within the sport of fell running.</li> <li>4. To support race organisers in promoting events within a safe and supportive environment.</li> <li>5. To be responsible for FRA welfare policy and procedures.</li> </ol>
<b>Key tasks</b>	<ol style="list-style-type: none"> <li>1. Ensure that welfare issues and complaints are acknowledged promptly and that an appropriate and timely initial response is provided.</li> <li>2. Handle all cases and complaints sensitively, on an individual basis and in accordance with FRA policy.</li> <li>3. Review the FRA's welfare policy on an at least an annual basis and occasionally make updates as required.</li> <li>4. Represent and liaise with runners who are subject to FRA disciplinary procedures and provide advice on the FRA's disciplinary protocol and appeals system.</li> <li>5. Liaise with welfare officers within clubs and other organisations, particularly UK Athletics.</li> </ol>
<b>Required skills and facilities</b>	<ol style="list-style-type: none"> <li>1. Excellent listening and communication skills.</li> <li>2. The ability to handle cases with tact, empathy and absolute discretion.</li> <li>3. An "open door" for any individual, club or organisation wishing to raise a welfare issue.</li> <li>4. A 3-yearly DBS (Disclosure and Barring Service) check.</li> <li>5. Training in diversity and safeguarding is desirable.</li> </ol>
<b>Required liaison</b>	<ol style="list-style-type: none"> <li>1. The Chairman and Secretary must be apprised of any situation which may lead to legal or police proceedings, or interest from the media.</li> <li>2. Matters involving Junior athletes are especially sensitive and close liaison will be required with the Junior Co-ordinator.</li> <li>3. Liaison with welfare officers from other organisations (especially UK Athletics) will also be required.</li> </ol>

Updated 10<sup>th</sup> July 2019