



The Fell Runners Association

Job Description: Welfare Officer

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