

The Role of the County Welfare Officer 2025 - Wave Power Section 3 Essential Tool Kit

The County Welfare Officer (CWO) is appointed by the County and is required to offer support to clubs as and when required by the clubs or on request of the Swim England Safeguarding and Welfare Team

The core tasks of the CWO include:

- raising awareness and assist the county in implementing Wavepower;
- assisting the county in putting in plans for safeguarding;
- being the first point of contact for county staff/volunteers/children and parents/guardians for any issues concerning welfare or potential or alleged abuse;
- ensuring that all incidents are correctly referred and reported in accordance with Wavepower;
- ensuring that Wavepower procedures for the safe recruitment of staff and volunteers are followed;
- being aware of, and have a note of contact details of Police, LADO, MASH Team, safeguarding partners and the Swim England Safeguarding and Welfare Team;
- assisting the county and supporting clubs within the county to ensure that Codes of Conduct are in place;
- ensuring confidentiality is maintained and information is only shared on a 'need-to-know' basis;
- maintaining an up-to-date list of Welfare Officers in the County;
- ensuring an awareness of your role and contact details by Welfare Officers in your county;
- and
- being able to assist clubs un your county as requested, and monitor/review club arrangements for safeguarding children as requested by the Swim England Safeguarding and Welfare Team.

In addition to the Wavepower generic guidance for Welfare Officers;

- Being responsible for ensuring that all poolside helpers/volunteers at County meetings are DBS checked where necessary;
- To be responsible for the completion of the volunteers list for County events.
- To attend County events to issue T shirts and poolside passes to all volunteers;
- To liaise with Centre Management in the event of an injury/accident to swimmers, officials or volunteers being reported and obtain a copy of the accident book record from Centre Staff.