

Welfare Officer Role Profile

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Role Description

As Welfare Officer you will help create a safe, supportive, and inclusive environment where members feel comfortable taking part and know where to go if they need help. This role is not about solving every problem; it's about being approachable and knowing where to signpost members to so they can access the right services and resources within JMSU and LJMU. You'll help promote wellbeing, encourage a positive group culture, and work with the committee to ensure members feel welcomed, respected and part of your community.

Welfare Officers are not expected to provide counselling or resolve personal issues themselves. Their role is to listen, support, and connect members with appropriate professional services where needed.

Responsibilities

1. As Welfare Officer you'll make sure members know who you are, what your role is, and how to contact you within your set boundaries. You'll act as a friendly, approachable first point of contact for wellbeing concerns
2. You'll encourage open conversations around wellbeing, safety and inclusion
3. Your role will involve listening to members' concerns and signposting them to appropriate JMSU or LJMU support services
4. You'll be active in sharing relevant wellbeing information, campaigns and resources with members

@johnmoressu

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Responsibilities (continued)

5. Offer encouragement and check-ins where appropriate, particularly around busy or stressful periods
6. You'll promote respectful behaviour, inclusivity and a positive group culture
7. Working with the Vice Club Captain/Vice President you'll encourage members to follow safety procedures and group policies
8. You'll work with the committee to ensure activities consider accessibility and wellbeing
9. You'll attend relevant welfare, EDI or mental health awareness training offered by the JMSU or LJMU
10. You'll work with JMSU, the VP Activities and VP Community and Wellbeing on relevant initiatives or campaigns, such as Movember, World Mental Health Day, Breast Cancer Awareness Month and more
11. Raise concerns appropriately through agreed Students' Union processes when necessary
12. You'll need to be familiar with the constitution of your sport, your code of conduct and committee procedures as well as the constitution, byelaws and regulations of JMSU and you'll be responsible for ensuring your sport club complies with these



Qualities & Skills

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Essential Qualities

What you'll bring with you: the foundations for creating a supportive, inclusive and safe group environment

- Approachable & empathetic – you'll help members feel comfortable raising wellbeing or inclusion concerns
- Good listener – you're able to respond calmly and respectfully without feeling the need to "fix" situations
- Clear communicator – you'll be confident sharing information about support services and wellbeing initiatives
- Trustworthy & discreet – you understand the importance of appropriate confidentiality and boundaries
- Inclusive mindset – you're committed to creating a welcoming and respectful culture within your group
- Reliable & responsible – you'll be able to follow agreed processes and raise concerns appropriately
- Team player – you'll work closely with the wider committee to support member wellbeing
- Positive role model – you'll promote safe behaviour, respect and zero-tolerance expectations within activities
- A positive ambassador for the group and the wider Students' Union community

Skills You'll Develop in the Role

What you'll grow and strengthen through the experience

- Confidence in signposting members to JMSU and LJMU support services
- Understanding of safeguarding processes and when/how to escalate concerns
- Awareness of wellbeing, inclusion and mental health within student communities
- Promoting campaigns and wellbeing initiatives within your club or society
- Developing skills in setting healthy boundaries within peer-support roles
- Supporting inclusive practice and creating psychologically safe group environments
- Collaborating with JMSU staff and student leaders across different groups
- Strengthening transferable skills in communication, empathy, leadership and community awareness



Welfare Officer Boundaries

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What the Role is:

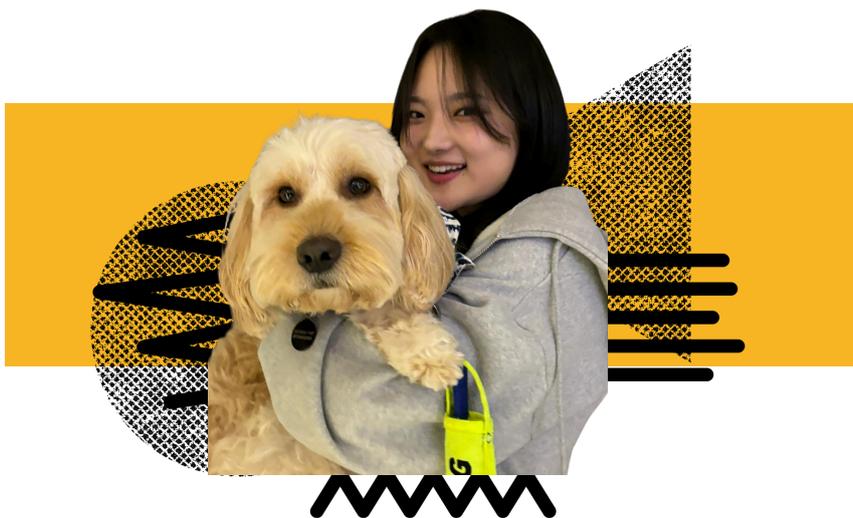
- A friendly first point of contact
- Someone who listens and supports
- A signposter to appropriate professional services
- An advocate for safe, inclusive group culture

What the role is not:

- A counsellor, therapist or medical professional
- Responsible for solving or carrying members' problems
- Available 24/7 or expected to respond immediately
- Solely responsible for everyone's wellbeing - welfare is a shared committee responsibility

When to escalate:

- Safeguarding concerns
- Serious wellbeing risks
- Situations beyond your comfort or training
- Emergencies (always follow JMSU guidance)



Please contact us for more information at JMSUSport@ljmu.ac.uk or
JMSUSocieties@ljmu.ac.uk