# Role Description

## Junior Welfare & Welcome Officer

*Note: The detail contained within this role description is indicative only and should be used as such by clubs to adapt to their needs.*

|  |  |
| --- | --- |
| **ROLE INFORMATION** | |
| **Purpose** | The Junior Welfare & Welcome Officer is responsible for welcoming and supporting new junior members and their families’ transition into the club environment. This may be achieved through formal orientation procedures, introductions, and the provision of relevant club-related information.  The Junior Welfare & Welcome Officer is also responsible for ensuring that the club is up to date with information and in compliance with child safeguarding policies and practices through Motorsport Australia, the National Integrity Framework and relevant State Legislation. They are also the primary contact within the club for any child safety issues to be raised. |
| **Responsibilities** | Primary responsibilities for the role of Junior Welfare & Welcome Officer include:   * Act as the club representative for new junior members at club events. * Main point of contact for junior new members and their parents/guardians. * Support new juniors to settle into the club through frequent and ongoing engagement. * Providing information and guidance to members on complaint handling procedures. * Having an understanding on club policies and procedures in relation to complaints, Member Protection, Code of Conduct, Child Safety and Diversity and Inclusion. * Liaising with members of the club, in particular the President and committee in regularly reviewing safeguarding policies to ensure they remain relevant and up-to-date with industry standards. * Ensuring that the members who require a Working with Children Check have provided their current number, expiry date and verification result, as required. * Managing documentation relating to child protection and Working with Children Check. |
| **People Management** | No direct reports but responsible for coordinating ongoing engagement with new members, volunteers and their families. |
| **Budget Management** | Nil |
| Note: Add any additional information/requirements specific to the role that needs to brought to the reader’s attention.   * This role may be divided into a Junior Welfare Officer role and a Junior Welcoming Officer where resources and club structure allow * This position requires a clearance/s to work with children which is an essential component of this role and therefore to continuing employment. * The ordinary working hours for the club can include duty on weekends and evenings. * The successful candidate for this role will be subject to a National Police Criminal History Check prior to appointment. | |

|  |  |
| --- | --- |
| **EXPERIENCE AND CAPABILITIES** | |
| **Qualifications and Experience** | No formal qualifications or experience required. |
| **Knowledge and Skills** | * Strong interpersonal and relationship management skills * Good listening skills and attuned to the interests of members and volunteers * In-depth understanding of the club, including its history, values, culture, committee members, facility/facilities and relevant member policies and procedures. * Professional and friendly attitude * Dedicated club person and good role model |