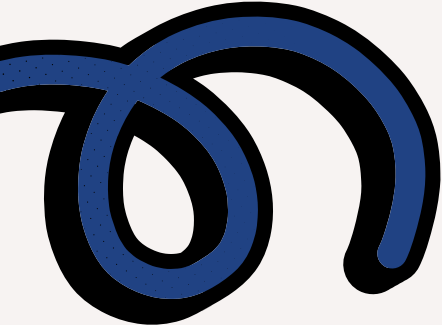


Society Training

Welfare Officer





What We'll Cover Today

Your Responsibilities

- Conflict resolution
 - Confidentiality
 - Boundary setting
 - What is NOT your responsibility
 - Available support
- 

Q&A

Any lingering qs

Opportunity to give feedback!





What is a Welfare Officer?

01

A trusted, impartial person within a society that members can go to with difficulties

02

Signposts members to helpful resources such as Advice & Support

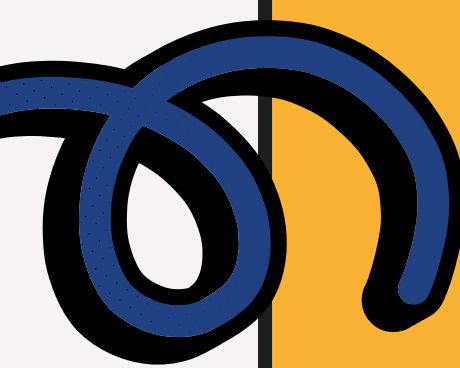
03

Keeps confidentiality whenever possible

04

A good listener who cares about helping others feel their best!





What's Expected from You

Clear Communication

Please check your emails regularly! We will use emails to communicate with you so we *need* you to keep on top of them to make sure you don't miss anything!

Keep It Private

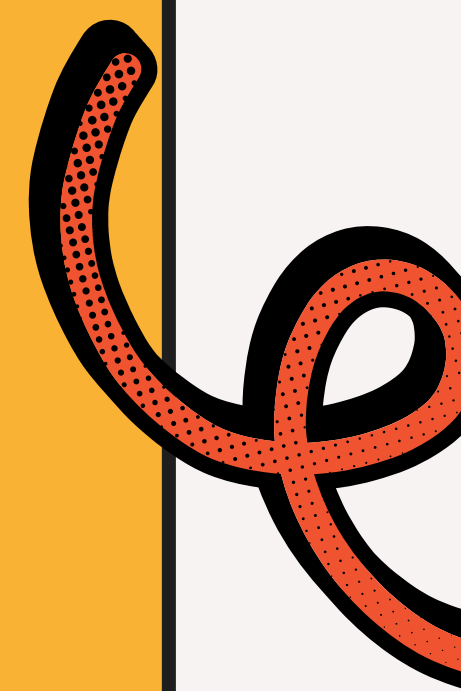
This role shouldn't be a burden, but you are a trusted person that people might share their worries. Don't share what members tell you, unless you have to for safety reasons.

Be Responsive

Be there for your members when they need to be heard - have a clear method in place for them to get in touch with you when they need it.

Collaborative Working

We are here to help you! Please engage with us and reach out for anything you might need. We're here to make the whole society process as easy and stress-free and FUN as possible!





Confidentiality

What is it?

Confidentiality means keeping things private

This means that members will feel secure in talking about issues with you

It should only be broken for a few specific reasons

When to break it

If someone is in danger - e.g. if someone might hurt themselves or others

For safeguarding issues where you feel someone is at risk of harm

If seeking advice from the Societies Officer on a difficult issue. Note the SO will continue to keep things confidential if possible.

Examples

Someone has told you they have a plan to end their own or someone else's life

Someone has disclosed that they are being abused or assaulted, or are at immediate risk of being so

Someone has told you something serious, but you're not sure if it's immediately dangerous - to DUSA only



Setting Boundaries



Availability

You are not expected to be available 24/7 for calls/messages

You do not have to answer messages immediately - you have a life!

Try setting specific times that you will monitor DMs, or set up a drop-in

Society matters only

Remember you are not a therapist! You are not expected to solve people's personal problems

Your job is to help with society matters only

You can tell someone you're uncomfortable with a topic, or you're not trained to help with a specific thing

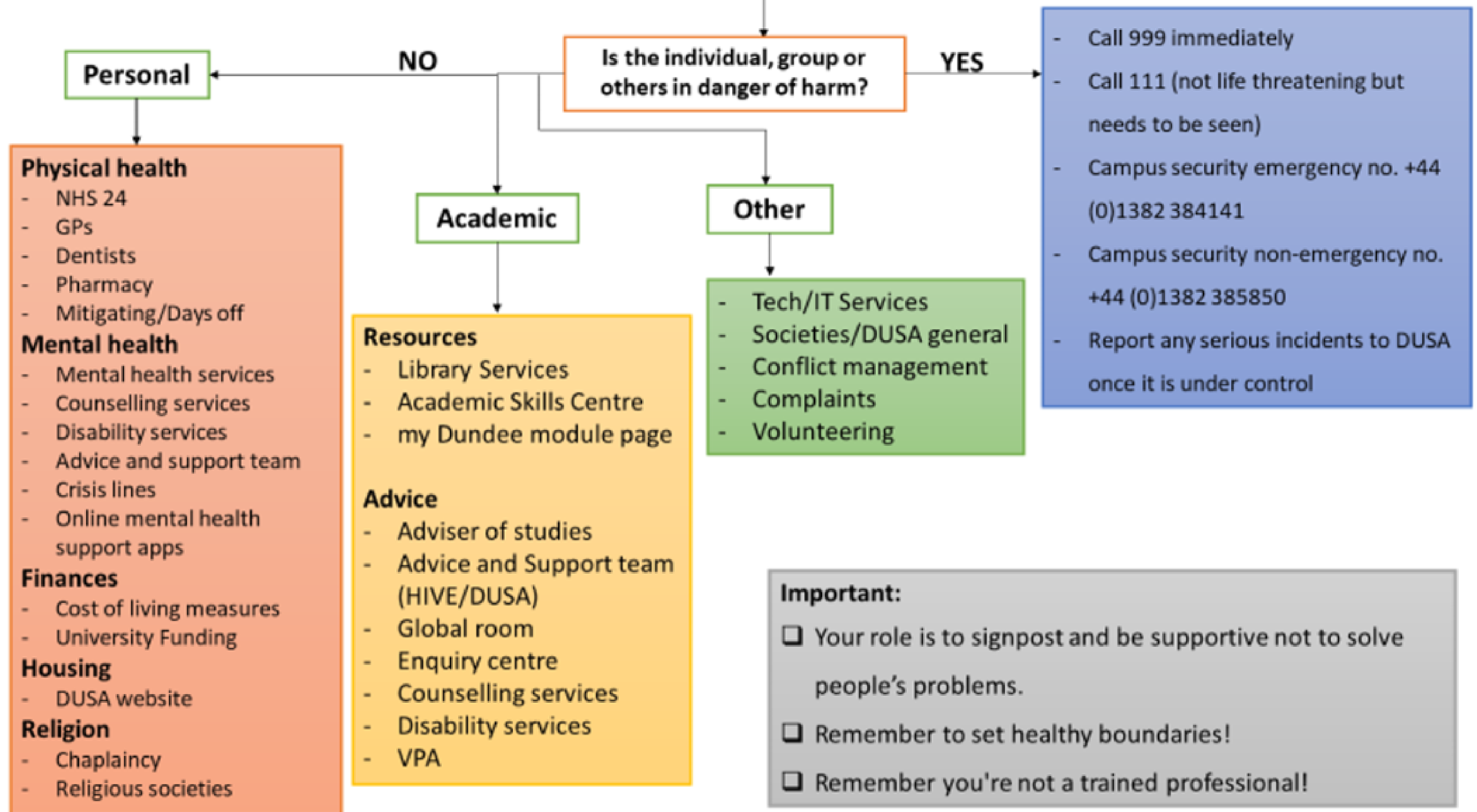
Signposting

It's useful to have a good knowledge of other support services you can direct members to

There are uni, DUSA, and local services for academic matters, mental health, and medical matters

See the next slide for a handy flowchart - this will also be emailed to you :)

Start here: Welfare Help Flowchart





Support for You



DUSA

VPSA, VPSW & Societies
Officer

Advice & Support Team

The Hive

University

Counselling and Health Service

Enquiry Centre

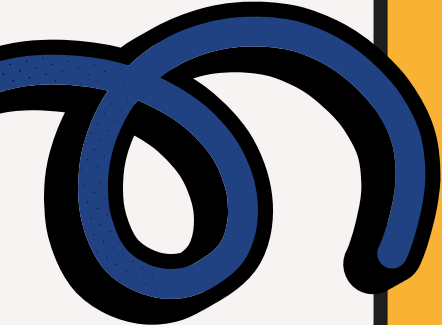
Student Services - get in touch with
us and we can signpost you to them

Elsewhere

GP/NHS 24

Hope Point

Your personal networks!
Friends & family



Useful Contacts

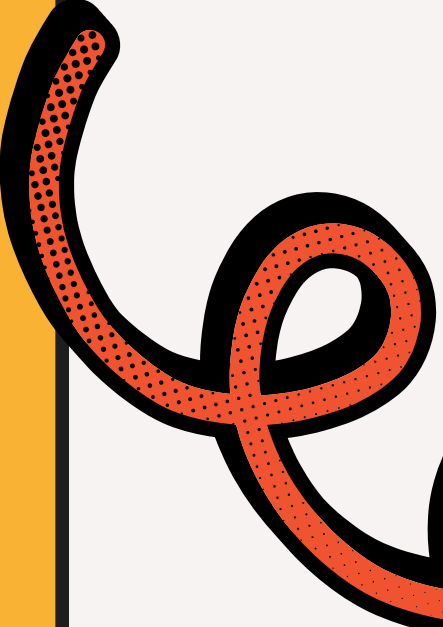
VPSA: vpsa@dusa.co.uk

Societies Officer: societies@dusa.co.uk

VPSW: vpsw@dusa.co.uk

Advice & Support: advice@dusa.co.uk

Safeguarding: safeguarding@dusa.co.uk



Q&A & Feedback

**No silly questions -
someone else is probably
wondering the same thing :)**

Feedback form ->

