

Welfare Officer

Toolkit

A simple guide to help you feel more confident in your Welfare Officer role.

Whether you're checking in on someone, handling a tricky moment, or just not sure what to say – these tips are here to support you.

You're not expected to have all the answers, but you do make a difference.

Some practical ideas that you can implement:

Proactive

Create a friendly and welcoming environment

- Share your email or number (with clear contact times).
- Create a Respect Charter or Code of Conduct everyone can get behind.
- Talk to new members and ensure exec are known and approachable (e.g. wearing merch or hosting 'Meet the Exec').
- Promote active listening and empathetic leadership.
- Ensure everyone is safe and proactively preventing injury.
- Include members of all genders, including on exec.
- Set up an online form to capture suggestions or issues.
- Have an 'info hub' on your social media highlights or at events, signposting services.
- Agree with your fellow Exec when to escalate issues and ask for help.
- Attend training like Active Bystander and Report + Support ready.

Inclusive

Ensure spaces and events are safe, accessible and inclusive

- Have a mix of drinking and sober events, and implement a 'sober exec'.
- Consider a variety of venues, activities, and event times to include different student groups.
- Have Freshers, PG or International student reps.
- Choose calm, low-stress spaces for Welfare specific activities.
- Consider the accessibility of events for disabled members – e.g. accessible rooms, spaces for time-outs, free-text captions.
- Get a Welfare pack to take to events.
- Collaborate with different societies to get new ideas and perspectives.
- Host beginner sessions throughout the year.
- Set up a buddy or mentor system.

Responsive

Listen and respond to welfare concerns

- Let members know how and when to reach out to you – protecting your own boundaries at the same time.
- Create a Welfare group chat, email or social media account.
- Host welfare drop-ins (walks, coffees, etc.), welfare-focused meet-ups or 'welfare office hours'.
- Understand the culture, dynamics, and history of your club – it can help you spot patterns and learn from the past.
- Stay connected with members through a weekly email or regular updates.

If someone opens up to you:

- Be present and listen.
- Take concerns seriously without judgement.
- Don't push – let them decide their next steps.
- Signpost to appropriate University services – **SU Advice Centre, Report and Support, Student Activities, Wellbeing and Warwick Mediation.**
- Get advice from your fellow Exec or peer network if needed (maintain confidentiality by keeping names/details anonymous).
- Check in with them later – it shows you care and helps them feel supported.

More tips and practical examples:



And look after yourself!

You can't pour from an empty cup. Check in with yourself, set boundaries, and ask for support when you need it (utilise your exec and peer network). You matter just as much.

More conduct related support:

warwick.ac.uk/weact