

# Welfare Officer Card



## Overview

People will use the hubs for many different things including help with specific tasks. However, one regularly neglected area of assistance can be general welfare. People often just need someone to talk to and comfort them.

## Key responsibilities

- Be visible and approachable
- Help provide community with comfort
- Pass on any concerns to Supervisor
- Ensure refreshments are available for the community

## Provide comfort

Providing comfort is as simple as just having a conversation with the member of the community or helping them to air any of their issues. This should involve listening to them and then providing any information about the situation and helping them with their practical needs. It's important that you understand you are not a counselling service and that you do not try to delve into anyone's personal issues.

### When providing comfort, it is important to:

- Help people feel in control in making their own decisions
- Listen respectfully to them
- Encourage them to think about where any extra support can come from (family and friends)
- Take note of what they need
- Remain supportive and do not take anything they say personally

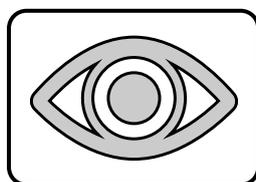
### When providing comfort, avoid:

- Ordering people around/telling them what to do
- Tell them it will all be fine, when it might not
- Being distracted - give them your full attention
- Separating them from their friends and family
- React to their emotions personally

## Safeguarding

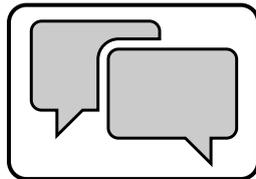
Community Emergency Hubs may support a wide range of people of all ages and backgrounds including those who could be vulnerable. If you are worried about the safety or wellbeing of a vulnerable adult, due to their disability, or age or a child, you should report your concerns to the Local Authority. If an adult or child is in immediate danger, call [999](#) and ask for the police. Contact details to report a safeguarding concern can be found in the back of the Community Emergency Hub Guide. It is good practice for those supporting the Community Emergency Hub to avoid lone working. For further advice visit your Local Authority website.

## Key tasks



### **Be Visible**

Being visible and approachable is important, as people need to know where to easily find you and feel comfortable in your presence.



### **Provide Comfort**

Providing comfort comes in a variety of different forms and can simply be just having a conversation with someone or listening to their concerns. Either way, comforting community members is a vital part of response.



### **Refreshments**

If refreshments are provided, it's important these are easily accessible and available.