

WELFARE COORDINATOR HASTINGS & ROTHER U3A

ROLE

The age profile of H&R u3a members is such that instances of illness or bereavement can be expected at any time. Some members may also be suffering longer term conditions such as physical disabilities, hearing or sight impairment.

The role of the Welfare Coordinator is to act as the contact point for any H&R u3a member wishing to raise these issues or concerns about themselves or another member and then to take further action deemed appropriate. H&R u3a Welfare Coordinator offers signposting, but does not offer care advice.

SCENARIO

A H&R u3a member may have missed a number of group meetings without any explanation for non-attendance. This becomes more significant if the member is known to live alone and is not answering calls or emails. Or, there may have been a sudden and unexpected change in the member's behaviour or physical health. Liaison and support will be offered by the Welfare Coordinator to these members and to their families and, for example in the case of bereavement. Depending on circumstances, this will be in cooperation/collaboration with the H&R u3a Equality Diversity and Inclusion Officer.

ENGAGEMENT

Any H&R u3a member or Group Convenor can contact the Welfare Coordinator at any time to report a Welfare incident or concern.

The Welfare Coordinator will investigate all received welfare reports, offer advice, such as details of organisations able to provide specialist support and send or deliver cards or well wishes according to the circumstances. Additionally, the Welfare Coordinator will liaise with other committee members as appropriate and maintain a current database of local specialist organisations.

The Welfare Coordinator will upload a confidential record of all issues raised and actions taken to the H&R u3a Google shared drive additionally accessible to the Chair and Business Secretary only. The record will be made available to the appropriate authorities if so required.

JOB DESCRIPTION

HASTINGS & ROTHER U3A WELFARE COORDINATOR

1. Participation in u3a activities.

1.1 Attend monthly committee meetings and be the point of contact for Welfare concerns.

1.2 Be the point of contact for members, Group Convenors and other officers to raise problems/difficulties about members attending Groups and other activities.

1.3 Liaise with the Equality Diversity and Inclusion Officer , and/or Group Convenors and Risk Assessor when necessary.

2. Illness and bereavement

2.1 Send condolences, messages to relatives as and when appropriate.

2.2 Keep the Membership Secretary and Treasurer informed in the event of the death of a member.

2.3 Keep the appropriate Group Convenors informed in the case of the illness or death of a member in their group.

3. Contact Point for Welfare concerns

3.1 Be a point of contact for members or Group Convenors to raise Welfare issues.

3.2 Investigate Welfare reports in liaison with any necessary officers.

3.3 Contact the member or their family by phone, email or a home visit, where appropriate

3.4 Provide details of specialist organisations which can offer support and advice. (It is not the role of the Welfare Coordinator to provide care advice).

3.5 Develop an information database of local support organisations.

3.6 Keep records of these reports and the follow up action. These will be kept confidentially and stored on the shared Google Drive, with access limited to the Chair and Business Secretary.

4. Raising Awareness

4.1 Provide newsletter articles regarding the Welfare role and relevant support organisations.

4.2 Attend coffee mornings and speakers meetings when possible.