

WELFARE



Working as part of the welfare team is varied and changeable; you will need to display high levels of flexibility, as what you do day to day will depend on the needs that arise. Common sense is a must along with the ability to juggle administrative tasks with those of a more practical nature.

Our Welfare staff are....

ASSERTIVE **PROFESSIONAL**
WELCOMING **APPROACHABLE**
PATIENT **CARING** **ADAPTABLE**
SYSTEMATIC **COMMUNICATIVE** **FLEXIBLE**
SELF-STARTING **SOCIABLE**
MOTIVATED **ORGANISED**

WELFARE ROLES

Typical Daily Tasks

STUDENT WELFARE OFFICER

- Provide a warm welcome for new students, Group Leaders and staff
- Supervise free time, meal times and lights out
- Help students adjust to the UK and understand personal safety information and school rules

WELFARE AND ACCOMMODATION MANAGER

- Manage welfare duties, including writing staff rotas and supervising pastoral care duties
- Plan accommodation for students; organise pre-arrival, departure and damage checks
- Liaise with Group Leaders, both informally and at meetings to ensure all group needs are met

DIARY OF A WELFARE OFFICER

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SATURDAY	Wake-up Duty • Breakfast Duty • "Check out" departing groups e.g. check their rooms for possible damages and make sure they haven't left anything behind • Preparation for new arrivals e.g. get ready for student inductions, put together group leader welcome packs, check that bedrooms are ready • Dinner Duty • Night Duty
SUNDAY	Go to airport to meet an arriving group, and accompany them back to the centre by coach • Give new groups an Induction and campus tour. • Help the Centre Director with paperwork e.g. recording new arrivals • Dinner Duty
MONDAY	Wake-up Duty • Breakfast Duty • Break Time Supervision (AM) • Free Time Supervision (AM) • Give walking tour around the local town to new groups.
TUESDAY	7am Fire Drill • Break Time Supervision (AM) • Free Time Supervision (AM) • Lunch Duty • Accompany a student, who hurt his ankle, to A&E • Night Duty
WEDNESDAY	Mid-week room check: Check bedrooms and common rooms for any damage • Help the Centre Director with paperwork e.g. planning upcoming arrivals, transfers, accommodation • Phone the taxi/coach companies and confirm arrival/departure details for the weekend • Night Duty
THURSDAY	DAY OFF
FRIDAY	Wake-up Duty • Lunch Duty • Give an Induction and campus tour to a new staff member • Break Time Supervision (PM) • Free Time Supervision (PM) • Night Duty