

St Cuthbert's Society Junior Common Room (1168134)

Welfare Policy

POL009

Approved/issue	December 2018	Locations	Website Trustee Share Drive
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Review Cycle	Annual		
Next review due	October 2019	Circulation details	Executive Committee Trustees Welfare Committee Society Student Support Officer
Review by	Trustee Legal Committee		

1. Introduction

- 1.1. St Cuthbert's Society Junior Common Room ("the JCR") is committed to providing good management and support to JCR members who volunteer their time and service for the JCR Welfare Team.
- 1.2. This policy should be read in conjunction with POL001 which concerns general volunteer management.

2. Definition of Welfare Team

- 2.1. The Welfare Team encompasses the JCR elected positions of:
 - 2.1.1. Senior Welfare Officer,
 - 2.1.2. 2 x Welfare Officers (Male and Female), and
 - 2.1.3. President.

3. Supervision and Support for the Welfare Team

- 3.1. Supervision is designed to mitigate the impact of experiences had while acting as a member of the Welfare Team.
- 3.2. Welfare Team members will have two forms of supervision:
 - 3.2.1. Within the JCR, all Welfare Team members will all have a named supervisor, who is positioned above the volunteer in the JCR operational structure. The Senior Welfare Officer sits on the Executive Committee, and is supervised by the JCR president. The JCR President is supervised by the Chair of the Board of Trustees.
 - 3.2.2. External to the JCR, the Society role, of Student Support Officer will provide supervision. This should take place twice in the week prior to induction week, daily during induction week, twice in the week following induction week and then once fortnightly (where circumstances permit) for the remainder of the academic year.
- 3.3. The JCR supervisor will provide an induction, report the volunteers' views and progress those views up the operational structure, and supervise the day-to-day operations of the volunteers.
- 3.4. Welfare Team members will receive an induction from their supervisor. This induction may include:
 - Charitable aims of the JCR
 - Overview of the volunteers' responsibilities
 - Any appropriate policies and the location of these policies
 - Any appropriate handover documents

- Any formal training.
- 3.5. Supervisor will:
- Cover how the volunteer is progressing with their role;
 - Advise if they need any additional support/training;
 - Report any views/concerns to the relevant member of the operational structure;
- 3.6. A volunteer's situation may change or the volunteer may become dissatisfied with the volunteer position they have agreed to fulfil. Volunteers are encouraged to discuss these issues with their supervisor.
- 3.7. If a volunteer has a complaint, they may refer to the JCR Complaints Policy.

4. Training

- 4.1. All members of the Welfare Team will have the following training prior to the start of Induction Week:
- 4.1.1. Nightline training
 - 4.1.2. Mental Health First Aid training
 - 4.1.3. Suicide Prevention training
 - 4.1.4. Confidentiality training
 - 4.1.5. Record keeping training.

5. Records

- 5.1. All members of the Welfare Team should take adequate records of interactions with students in order to assist any handover of issues in extreme circumstances to services outside of the JCR or the Society.
- 5.2. Records should be kept securely, and when appropriate to break confidentiality, handed over during supervision for either inclusion in student records or disposal of by the Student Support Officer in accordance with our policy on data protection and confidentiality policy.

6. Self Care

- 6.1. Maintaining and enhancing the welfare of students within the JCR is the primary aim of the Welfare Team. As such if a member of the team feels circumstances (of any form) may or is inhibiting their desire or ability to fulfil the role they should talk to their JCR supervisor as soon as is practicable.
- 6.2. While on duty, members of the Welfare Team should be aware of the limits of their own ability to provide support. Welfare Team members should always keep in mind the limits of their role as set out in the Standing Orders and, as far as is practicable, remain within these limits. If they feel unable to do so they should speak to their supervisor as soon as possible. Members of the Welfare Team reserve the right to end their drop-ins at their own discretion provided the minimum hours are provided.
- 6.3. Members of the Welfare Team should be contactable in a Welfare capacity only through Society-provided mechanisms of communication, e.g Welfare email addresses. If contacted in any other manner e.g through social media, members of the Welfare Team should direct students to the Society-provided methods of

communication. These boundaries should be made as clear as possible throughout introductions to the Welfare Team in Induction Week and advertisements for the services provided after and during Induction Week. If a Welfare Team member is continually being contacted by a student through a non-Society-provided mechanism, they should report this to their supervisor as soon as possible.

6.4. While not on duty, members of the Welfare Team may be approached in a welfare capacity. There is no expectation as part of the role that they should act as a member of the Welfare Team at this moment, however they may decide to do so, in which case the following questions should be asked of themselves:

6.4.1. Am I the most appropriate person to deal with this? (e.g. at an event where there is a Welfare Team person on duty, should I signpost to them?)

6.4.2. Am I in a fit state to deal with this? (e.g. am I too tired/inebriated?)

6.4.3. Do I want to deal with this in this moment? (e.g. am I socialising with friends and not in a Welfare state of mind?)

7. Confidentiality

7.1. The Welfare Team offers a confidential service. This means that what a student speaks about to them is confidential to the welfare team, rather than the individual spoken to. In practical terms this means that there are exceptions to this; for example if a member of the Welfare Team is in counselling themselves then they are permitted to break confidentiality in order to safeguard their own wellbeing.

7.2. When done, the member of the Welfare Team member should take steps to anonymise the student discussed through changing their name and any readily identifiable details.

7.3. The information given to the Welfare Team may also be shared with the Student Support Officer. This can be done in one of two ways:

7.3.1. During regular supervision, or

7.3.2. Immediately due to a safeguarding concern.

7.4. The information given to the Welfare Team may also be shared, as part of the management of the JCR with both the Executive Committee and Board of Trustees. In both these cases, it will be considered Reserve Business and individually identifiable details taken out of minutes to protect the student(s) discussed.

7.5. There are limits to confidentiality in immediate practical terms.

7.5.1. If a student is talking about or acting in a way that could pertain to terrorism confidentiality must be broken as soon as is practicable, with the student not informed. In this case the police should be called immediately, and after that the Society Student Support Officer (or other on duty).

7.5.2. If a student is talking about harming themselves then breaking confidentiality should be actioned by calling the Society Student Support Officer (or other on duty).

7.5.3. If a student is talking about killing themselves then breaking confidentiality should be actioned by calling the Society Student Support Officer (or other on duty).

7.5.4. If a student is talking about harming somebody else then breaking confidentiality should be actioned by calling the Society Student Support Officer (or other on duty).

7.6. The charity's Byelaws reserve the right of the Board of Trustees to suspend and/or remove a person from an office or position of responsibility within the charity under certain conditions.

This Welfare Policy has been approved by the JCR President and Trustee Board.

Signed Sean Barnett

Signed Saskia Wootton Cane

Dated Sept 19th 2019

Dated Sept 19th 2019

Chair, JCR Trustees

JCR President 2020-21