Welfare Officer

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.

WELFARE OFFICER

☺ ☕

EMERGENCY CONTACT HUB

WELFARE OFFICER

- Be Visible – be approachable, its important, to know where to find you and be able to talk to you.
- Provide Comfort – comforting community members is a vital part of response.
- Refreshments - its important these are kept stocked up.

EMERGENCY CONTACT HUB

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 acessible and available.

Providing 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's **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.