



Making your retirement work for you.

PATRONS: Ethel Armstrong MBE

Ken Jarrold CBE

Branch Welfare Officer

The Welfare Officer is a key individual in the branch reflecting the commitment of the Fellowship to support colleagues who are ill, housebound, hospitalised or who require assistance or support. This operation of this role should be determined at branch level to reflect the size of the branch, the geographical spread etc.

It is valuable to have one person as a point of contact for all information, to coordinate activities, to recruit members, to follow up on reports of ill health etc. and to report to the branch executive committee and to branch members as appropriate.

The welfare role in the branch is to:

- establish contact and support those who are sick or bereaved as agreed by the branch.
- ensure that all members know about the benevolent fund and how to download or request an application form **
- visit, telephone or be a point of contact for those who are sick or who do not attend for a couple of meetings. Send branch activity details and encourage these members to retain membership and therefore receive the newsletter etc.,
- arrange hospital visiting if requested or appropriate for members
- link with others in the branch who can visit if appropriate
- promote the Phone A Friend scheme to the elderly members who are no longer able to keep coming to meetings
- if possible to also link these elderly members with a friend from the branch to keep them in contact
- ensure that all members feel welcome at branch meetings
- prepare a list of alternative transport within the branch area for those no longer able to get to meetings

The organization of welfare services varies between branches, some divide their branch catchment area into sectors, each with a member who will respond to a welfare request, others have more than one welfare officer who together cover the welfare activities for the branch.

** To ensure the confidentiality of the applicants and application information to the benevolent fund, welfare officers should publicise to all members how to access an application form, by downloading from the web or by contacting Central Office to request an application form by post. If the welfare officer or a committee member is approached

by a branch member requesting information about the fund or for help in completing the application form, the approach and any information given should be treated as confidential between the applicant and the committee member / welfare officer

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