



Welfare Officer

About the Team and the Role

The Welfare Officer ensures the welfare and pastoral needs of learners on our supported employment programmes are met, leading to improved life outcomes for learners. The role works closely with delivery teams to identify where additional welfare support is required for 'at risk' learners to ensure they have improved wellbeing, attendance and performance and are retained on their programme.

The Welfare Officer supports teams with complex safeguarding or prevent concerns and ensures all statutory requirements are met. The role will develop and lead on the Welfare Strategy, working with colleagues to increase their skills and knowledge in their area.

The Welfare Officer will ensure each learner has access to relevant, timely and accurate welfare information, advice and guidance. The role will ensure appropriately signpost learners to additional specialist services. The role will maintain high quality and accurate records. The Welfare Officer will be required to meet with parents/carers and attend multi-disciplinary meetings as needed to support attendance and any welfare concerns.

What you will bring to the role (Essentials)

- An ability to inspire learners and provide effective engagement and support strategies

- Excellent communication skills and an ability to work effectively with a range of internal and external stakeholders
- An ability to manage different situations in a sensitive and timely manner
- An ability to work effectively as part of a team
- Creative, flexible and willing to try new ideas
- Well organised and self motivated
- Experience of working with learners with a learning disability, difficulty or autism
- Knowledge of safeguarding and prevent legislation
- Experience of managing complex safeguarding and/or welfare cases
- Knowledge of support employment programmes
- Level 2 English and maths

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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