

MSSC Welcoming Officer

The role of the Welcoming Officer is to make new and potential members, volunteers, and their networks feel welcome at the Club and to support them to learn the ropes and settle in. This will be achieved through induction, introductions, and provision of club related information.



Provide confidential, impartial and timely information and support and if necessary advise club complaint resolution of options available to address individuals concerns, you are not to advocate, but may elect to accompany complainants, if requested to talk with someone else.

Ensure all members feel comfortable to attend social functions by issuing verbal invitations and active encouragement to attend. The Welcoming Officer will be called upon to play the “meet and greet” role at club functions and events to help make people feel comfortable and connected to others.

If a member ceases their involvement with the Club without explanation, the Welcoming Officer will make contact to determine if everything is OK.

Desirable Attributes:

The Welcoming Officer should:

- Act as the Member Protection Information Officer reporting to the President/Vice President and be willing to do training in this role. Online training: <https://www.playbytherules.net.au/online-courses>.
- Be affable and friendly in approaching others.
- Be a person who can develop good relationships internally and externally.
- Enjoy the Club themselves and be enthusiastic about the club and its activities.
- Be very accepting of all people and keen to develop a diverse member base.
- Be around the Club often so that people connect with the role.
- Attend social functions, club activities to undertake the “meet and greet” role.
- Be a good listener and attuned to the interests of members and other interest groups.
- Be a good role model and a positive image for the Club be a competent public speaker.

Specific duties include but are not limited to:

- Act as the “meet and greet” attendant at the Club Registration Day and other club-based events and functions.
- Take new members through an induction and ensure that they have the information they need to settle in smoothly.

- Provide new members with a Welcome Kit (in liaison with the Registrar) and take them through its contents.
- Seek individuals who can continue to support newcomers e.g. peer support role / buddy system.
- Ensure new members are included on newsletter and social event distribution lists.
- Follow up with members who cease their involvement without explanation to ascertain if there were any issues that should be addressed.
- Relay any general issues or problems to the Committee as they arise.
- Assist Registrar to audit and replace items such as first aid kits and team kits, game balls (2 pumped) Strips are in good condition/replaced in team bags and follow up missing items at start/end of season, or as requested.