

A Guide to Welfare Services in the Agency

Introduction to the Staff Welfare Service

The Agency recognises the importance of caring for the physical, mental and social well-being of staff and employs a full-time Welfare Officer to offer support and advice where difficulties of a personal or domestic nature may affect you or a colleague at work. The Welfare Officer offers **confidential** support and information to help staff resolve or come to terms with personal or work related problems, regardless of whether the difficulty stems from your private or working life. The Welfare Officer also offers support and advice to line managers to help in their welfare role.

What you as an individual can do

Get to know how you may contact the Welfare Officer.

Take advantage of the services offered.

Bring them to the attention of any colleagues who may benefit from them.

What you as a Line Manager can do

Actively promote the welfare of your staff whenever possible.

Offer help to staff who appear upset or under pressure.

Ensure that your staff know how to contact the Welfare Officer.

Seek advice from the Welfare Officer to help you deal with individual welfare-related problems.

Be familiar with the Health and Welfare Section of the Staff Handbook.

What the Welfare Officer can do

The Welfare Officer can help in the following ways:

- Talking to staff on a confidential basis within agreed guidelines
- Assisting and advising managers with their welfare role
- Keeping in touch with staff who are absent because of ill health
- Providing advice on a range of issues such as money worries, health or relationship problems
- Offering support and assistance in the event of bereavement
- Providing information and advice to staff nearing retirement
- Offering help and support to young staff who may be experiencing difficulties in adapting to a new career living away from home
- Advising staff about primary health care initiatives and/or
- Liaising with staff representatives.

How to contact the Welfare Officer

You may contact the Welfare Officer through your line manager, or direct, the choice is yours.

All information will be treated in the strictest confidence.

Customer Service Centres

Erskine House, 68 Queen Street, Edinburgh EH2 4NF, Tel: 0845 607 0161, Fax: 0131 200 3932,
Email: customer.services@ros.gov.uk

9 George Square, Glasgow G2 1DY, Tel: 0845 607 0164, Fax: 0141 306 4424
Email: customer.services@ros.gov.uk