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Family Support Recruitment

Working with WillisPalmer

– Family Support Worker



1. Statement on Child Protection

Safeguarding is everyone's responsibility and all staff and experts who, during the course of their work have direct or indirect contact with children and vulnerable adults, or who have access to information about them, have a responsibility to safeguard and promote the welfare of children and vulnerable adults.

There is a duty on organisations to make appropriate arrangements to safeguard and promote the welfare of children and vulnerable adults. Also, government guidance makes it clear that it is a shared responsibility, and depends upon effective joint working between agencies and professionals that have different roles and expertise.

WillisPalmer follows the NSPCC Safer Recruitment policies and has incorporated the guidance in its recruitment processes and policies.

2. Role Specification

- To work alongside families who are experiencing challenges in the parenting of their child in their homes, and in the community.
- To ensure the children are kept safe at all times.
- To provide factual, relevant and concise information regarding parental care of children and family functioning.
- To collaborate as part of a team including other support workers, social workers and psychologists.
- To provide support to children and young people who are in crisis, on the edge of care, on the edge of gang involvement or require reunification to their family.
- To maintain a consistently high level of observation, recording, and reporting of parenting, family functioning, and child protection concerns within the family home.
- To provide advice and guidance to parents that meet the needs and best interests of their child.
- To work in collaboration with other relevant agencies and assist families to access, build and maintain effective relationships with them.
- Undertake shifts including days, evenings, weekends, and waking nights.
- To represent WillisPalmer in a professional manner at all times.

Duties and Responsibilities

- Provide child-centred support, advice, and safeguarding observation at all times.
- Safeguard children, young people, and families by following WillisPalmer's safeguarding protocols and reporting concerns or incidents appropriately.
- Observe parenting capacity, parent-child interactions, and overall family functioning, providing factual, concise, evidence-based session reports to support social work assessments and inform the Family Courts.
- Support, model, and challenge parenting practice in line with core parental capabilities, offering constructive feedback to build on strengths and address harmful behaviours.
- Work collaboratively with social workers, Family Support Workers and psychologists to achieve the best outcomes for children.
- Identify key issues, strengths, and risks impacting parenting, and provide guidance to improve outcomes and safety for children.
- Support families to engage with universal services (e.g., GPs, dentists, family centres) and accompany them in the community as part of their daily routines.
- Use verbal de-escalation techniques to minimise conflict and promote positive relationships.
- Work within family homes and the community on a rota basis, including days, evenings, nights, weekends, and public holidays, ensuring effective handovers between shifts.

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- Promote equality, diversity, and anti-oppressive practice; participate in professional development; represent WillisPalmer professionally; and undertake additional duties as required.

Essential Requirements

- Level 3 Diploma in Health and Social Care or equivalent and higher
- At least 12 months experience providing parenting support and interventions to families.
- Ability to maintain a strong focus on child safeguarding while lone working with families.
- Experience following child safeguarding / protection processes.
- Experience producing factual, formal reports in Microsoft Word.
- High standard of verbal and written communication.
- An understanding of positive parenting strategies.

Other Information

This is a self-employed role, and we cannot guarantee any work. Work is assignment based. Assignments vary in duration from one-off shifts, 8-10 week family assessment cases, to ongoing intensive support.

3. Compliance and Due Diligence

Sole trader or limited company Information

To work with WillisPalmer you must be registered as a sole trader or limited company. We will require your Unique Taxpayer Reference (UTR) if you are a sole trader, or Certificate of Incorporation if you have a limited company.

Two references

We will require contact details for two referees, one for your current / most recent role and one from a person who can comment on your experience of children protection / safeguarding work with children.

DBS Certificate registered on the Update Service

If you do not have a current DBS certificate on the Update Service, we can complete a check for you. You will need either a biometric passport or a biometric share code. If you do not have either, you must attend an in-person ID check at the WillisPalmer offices in Colchester, Essex. Your new DBS certificate must be registered on the Update Service.

Right to Work & ID Verification

We will complete an online Right to Work and ID verification check via Trust ID. You will need either a biometric passport or a biometric share code to complete this. If you do not have either, you must attend an in-person ID check at the WillisPalmer offices in Colchester, Essex.

Insurance Certificates

We require evidence of Public Liability Insurance and Professional Indemnity Insurance relevant to your role as a Family Support Worker. We can provide information about insurers who provide appropriate cover if required.

Proof of Qualifications

Evidence of your qualifications, such as a Level 3 Diploma in Health and Social Care (or equivalent or higher qualification).

4. Application Process

Stage 1: Application Form

- Complete the Application Form accompanying this document, or download the form [HERE](#)
- Email your completed Application Form to apply@willispalmer.com

Stage 2: Screening Call

- Applicants who meet our essential requirements will be offered a screening call, held via Microsoft Teams
- The screening call will be recorded to enable verification of photo ID which you will be asked to provide if the screening call is successful

Stage 3: Compliance

In order for you to join our team of Family Support Workers, we will require:

- All documents as detailed in the ‘Compliance and Due Diligence’ section above
- Confirmation of your availability for work
- A signed contract
- A signed copy of the WillisPalmer safeguarding protocols
- A signed copy of the WillisPalmer Handbook

Stage 4: Welcome to WillisPalmer!

- We will invite you to attend our ‘Working with WillisPalmer Event’ facilitated on Microsoft Teams

WillisPalmer

The Benefits of Working as a Sole Trader



FLEXIBILITY. INDEPENDENCE. REWARD.

A simple guide to working for yourself with WillisPalmer.

What is a Sole Trader?

A sole trader is the simplest type of business to set up and keep records for.

As a sole trader you:

- ✓ work for yourself
- ✓ are classed as self-employed
- ✓ make all the business decisions

You can be a sole trader as your only job or be employed and self-employed at the same time.



Important to know

Sole traders have unlimited liability. This means you are personally responsible for all business debts. Business insurance can help protect you if something goes wrong.

Key Benefits



Be your own boss

You choose your projects, hours and how you work.



Keep the profits

You keep all the profits after paying tax.



Flexible working

Work when and where you want with the freedom to grow.



Unlimited earning potential

The more you do, the more you can earn.

Your Responsibilities as a Sole Trader



Finances

You keep all the profits after paying tax.



Business name

Choose a trading name or use your own name.



Keep records

You must keep accurate records to help you complete your tax return.



Register & pay tax

Register for Self Assessment if you earn more than £1,000 in a tax year (6 April to 5 April).



Other rules

Depending on what you do, you may need licences, permits or insurance.



We're here to support you

Fay can provide contact details for insurance companies that other FSWs use, with very reasonable costs.



Next step

Please confirm with Fay next week if you wish to continue being registered with us as a sole trader.

Family Support Recruitment

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Registering, Tax and National Insurance



1

Start trading

You can start trading straight away without registering.



2

Register for Self Assessment

Register if you earn more than £1,000 in a tax year (6 April to 5 April). You can register earlier if you choose.



3

Submit tax returns

You'll need to submit Self Assessment tax returns each year.



4

Pay tax

HMRC will work out if you need to pay Income Tax and National Insurance based on your profits.



5

VAT & other taxes

Register for VAT if required, or voluntarily to reclaim VAT on expenses. Other taxes may apply depending on your work.



Tax reliefs

You may be able to reduce your tax bill with allowable expenses and tax reliefs. Check what you're entitled to claim.

Keeping Records & Accounts

Good records make tax time easier. HMRC-recognised software can save you time and keep you compliant.

Top rated software for sole traders

FreeAgent

Highly recommended for its simplicity and ease of use. Often free with NatWest, RBS, Ulster or Mettle business accounts.

INTUIT quickbooks

Very user-friendly and ideal for beginners. Track expenses, create invoices and submit MTD returns with ease.

GoSimpleTax

Designed to simplify HMRC compliance and Self Assessment tax returns.



Cloud-based tools

Automate expense tracking, invoicing and compliance - all in one place.

Expenses You Can Claim

As a sole trader, you can deduct allowable expenses from your income before calculating tax. The key rule: the expense must be "wholly and exclusively" for business use.





Common allowable expenses include:

-  Stationery, postage and printing
-  Insurance - public liability, professional indemnity, vehicle
-  Vehicle insurance, repairs, servicing (business use %)
-  Business phone and broadband
-  Accountants, bookkeepers
-  Hotel stays for business trips
-  Travel - fuel, parking, tolls, train, bus, taxi
-  Legal fees
-  Work-related equipment
-  Equipment, laptops, phones, furniture
-  Software subscriptions



Claiming lunch costs (subsistence)

You can claim lunch if you are travelling for business outside your normal routine or staying overnight for work. You cannot claim for daily lunch near your home office, coffee breaks or your normal commute.

-  No fixed allowance - claim the actual cost
-  Must be reasonable, wholly and exclusively for business
-  Keep detailed receipts - extravagant costs may be challenged by HMRC
-  Itinerant workers (e.g. commercial travellers) can claim meals on the go



Set up as a sole trader: step by step

Follow the simple government guide:

www.gov.uk/set-up-sole-trader

WillisPalmer