



Job Description: Family Key Worker

Job title	Family Key Worker
Location	Tide House, Bideford, Devon
Role type	Office based (no home working)
Reporting to	Registered Manager / Responsible Individual
Effective date	01 March 2026

About Tide House

Tide House is a Residential Family Assessment Centre rated as 'Good' by Ofsted (August 2025). We undertake parenting assessments for up to five families placed with us, providing 'expert evidence' to support families, local authorities and care proceedings. Families have self-contained accommodation of 1-3 bedrooms, allowing us to support families with multiple parents and children.

Tide House utilises relational approaches to support families to care for their children in a safe and consistent way, alongside undertaking the required assessment of them, as directed by the Local Authority or Court.

The role

As a Family Key Worker you will be primarily responsible for the safeguarding of children during their time at Tide House. Alongside the day to day monitoring support and safeguarding of families, you will utilise your skills and experience to play a key role in contributing to the assessment being led by the Social Worker. The Family Key Worker takes a lead role in ensuring the child's needs are met within the assessment period and coordinating the family placement plan.

You will be joining a multi disciplinary team that includes Social Workers, Therapists, Assessment Support Workers and Family Key Workers. The team are highly skilled and experienced in supporting families with a wide range of needs, including mental ill health, substance use, learning disabilities, domestic abuse and past trauma. There is a clear focus at Tide House to encourage parents to do things themselves and for us to assess that, rather than stepping in to do 'for'.

This role has an important safeguarding responsibility, both for the families you directly work with and as a contributor to the wider safeguarding culture throughout the organisation. Close support, clear communication and regular recordings all support us to ensure children at Tide House are kept safe and their wellbeing promoted.

This role must be undertaken fully in the office.

Working hours are 08:00 – 16:00, Monday to Friday plus part of the on-call rota.

Role responsibilities and tasks

You will:

- Read and understand the current risk assessment for each family, ensuring adherence to that throughout your work with the family, to ensure that children and families are supported and safeguarded appropriately.
- Author, in conjunction with other professionals, the family placement plan to ensure details such as supervision and monitoring levels, medication and family time are clearly communicated.
- Input and maintain family placement records in a timely and accurate way, in line with National Minimum Standards, company policies and procedures.
- Undertake direct work assessment sessions and deliver core parenting teaching sessions for parents, gathering information and providing evidence to contribute towards the parenting assessment.
- Take responsibility for tasks such as medication checks, home conditions checks, drug and alcohol testing schedules, family time plans, and family calendars.
- Attend and contribute to weekly family review meetings within the multi-disciplinary assessment team.
- Monitoring of families, both when at Tide House (in person and utilising CCTV) and when they take trips into the community. The role includes being able to accompany a family around the local community, whilst ensuring appropriate levels of supervision and record keeping.
- Provide direct care (including age appropriate basic care) for children and babies, where needed, taking a lead role in developing a consistent and positive key worker/caregiver relationship.
- Support, through role modelling positive parenting that is child led and in line with current guidance and policy.
- Promote the independence and choice of families, to the extent that it remains safe to do so.
- Occasionally, where required, driving a company car to support families. We will consider non drivers on a case by case basis.
- To be part of an on-call rota, taking responsibility for providing out of hours support to Assessment Support Workers, utilising the manager on-call, where appropriate, in line with company policy.
- Build and maintain strong professional relationships with families, built on our relational practice values.
- Undertake training and professional development that supports your role as a Key Worker. This includes engaging with reflective individual and group supervision.
- Support, where needed, with the preparation of a flat with each new family arriving. This will typically include some cleaning duties, following a family leaving their accommodation with us.
- Work collaboratively and flexibly to be responsive to the wider needs of families at Tide House, including supporting, for short periods of time, with various aspects of support and safeguarding at Tide House.
- Undertake any other duties appropriate to the post, as required by the Registered Manager.



- Act in accordance with all relevant legislation, National Minimum Standards, regulations and Tide House policies.
- Not to engage in conduct away from work which might bring Inklusis Ltd or Tide House into disrepute, or prejudice the assessment processes past or present.

Safeguarding

Tide House is committed to safeguarding and promoting the welfare of children and adults. We expect all staff to share this commitment. Safer recruitment practices are followed to ensure all candidates are suitable to work with vulnerable individuals. This includes robust vetting procedures, comprehensive pre-employment checks, and an expectation that all staff uphold our safeguarding policies at all times.

This role, as it involves regulated activity, will require an enhanced Disclosure and Barring Service (DBS) check, verification of identity, scrutiny of employment history, and the gathering of suitable references. Successful applicants will also complete safeguarding induction and ongoing training to ensure they understand their responsibilities and are equipped to recognise and report concerns.

By applying for this role, you acknowledge Tide House's commitment to creating and maintaining a safe environment and understand that safeguarding is everyone's responsibility.

Confidentiality

Tide House operates CCTV throughout the building. CCTV provides non invasive monitoring of families to enable us to support, assess and safeguard without having staff in the room with them. CCTV may be used as evidence in the family assessments and therefore in care proceedings. You will have a responsibility to comply with our data protection policy and with all relevant legislation and regulations.

Equal opportunities

Tide House is an equal opportunities employer. We are committed to ensuring that no applicant or employee is discriminated against directly or indirectly as a result of any protected characteristic.

Night workers

For those who chose to undertake night shifts, these will always be 'waking nights'. This means you are expected to be awake for the duration of the shift. We do not have any 'sleeping' shifts.

On-call

This role includes an expectation of being 'on-call' approximately one week in six. Which equates to an expectation of 9 weeks a year.

Person specification

Criteria	Essential	Desirable
Level 3 qualification in Childcare (or be able and willing to be working towards)	Y	
Experience applying safeguarding principles with children and/or vulnerable adults	Y	
Experience in supportive or caring roles with children, babies, or vulnerable adults	Y	
Experience of working within a senior, supervisory or team leader position		Y
Clear and confident communication skills, both verbal and written, to a standard suitable for evidence in court	Y	
Excellent ability to build positive relationships with colleagues, families and external professionals	Y	
Evidence of a commitment to learning and ongoing development	Y	
Ability to role-model best practice and offer coaching and development to other team members, including as part of induction for new staff		Y
Training or experience of mental health, domestic abuse, alcohol/substance misuse or working with adults with learning difficulties/disabilities		Y
Competent IT skills, including accurate and efficient typing	Y	
Ability to contribute effectively to safeguarding practice when supporting families and colleagues, offering support and guidance to less experienced team members	Y	
Good understanding of child health and development	Y	
Awareness of trauma and its impact on parenting, behaviour and functioning	Y	
Ability to appropriately negotiate, challenge and manage conflict in a professional manner	Y	
Ability to exercise sound judgement, respond appropriately in the moment, and seek support when appropriate	Y	
Excellent organisation, time management and attention to detail	Y	
Capacity to manage personal wellbeing effectively to sustain high quality, safe practice in a demanding and emotionally complex environment	Y	
Ability to show empathy and understanding toward families' experiences and challenges, ensuring interactions are sensitive, respectful and supportive	Y	
Strong understanding and commitment to equality and diversity, including role modelling best practice to a wider team	Y	



Ability to contribute to the ongoing development of Tide House		Y
Ability to meet the physical demands of the role, with reasonable adjustments where required, including responding promptly to children's needs and accompanying families in the community	Y	
Ability to carry out the duties of this post with reasonable adjustment, where necessary	Y	
A valid UK driving license and ability to drive our company cars, including outside of the local area, to transport families. We will consider non drivers on a case by case basis		Y
Ability to be 'on-call' and respond to unforeseen issues that arise out of hours, as appropriate for your role and with the appropriate support and guidance of an 'on-call' manager, where required	Y	