



## Job Description: Assessment Support Worker

Job title	Assessment Support Worker
Location	Tide House, Bideford, Devon
Role type	Office based (no home working)
Reporting to	Registered Manager / Responsible Individual / Assistant Manager
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 an Assessment Support 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 contribute to the assessment being led by the Social Worker.

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.

### Role responsibilities and tasks

You will:

- Read and understand the current risk assessment and placement plan for each family, ensuring adherence to that throughout your work with the family, to ensure that children and families are supported and safeguarded appropriately.
- 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

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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.
- 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.
- Build and maintain strong professional relationships with families, built on our relational practice values.
- Maintain accurate and timely records, in line with company policies and procedures.
- Undertake training and professional development that supports your role as an Assessment Support 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.

### 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
Clear and confident communication skills, both verbal and written.	Y	
Ability to build positive relationships with colleagues, families and external professionals	Y	
Evidence of a commitment to learning and ongoing development	Y	
Competent IT skills, including accurate and efficient typing.	Y	
Ability to contribute effectively to safeguarding practice when supporting families and colleagues	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	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