



Job Description: Deputy Manager

Job title	Deputy Manager
Location	Tide House, Bideford, Devon
Role type	Office based (limited home working by agreement)
Reporting to	Registered Manager
Effective date	September 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 Deputy Manager, you will provide senior operational leadership across Tide House, with a primary focus on safeguarding children, maintaining high standards of practice, and supporting the Registered Manager with the safe and effective running of the service. You will provide day-to-day leadership to the staff team, support Family Key Workers and Assessment Support Workers to deliver safe, consistent monitoring and high-quality recording, and contribute to assessment work led by the Social Worker. You will help ensure that children's needs are met, emerging risks are responded to promptly, and practice remains consistent with placement plans, policies, procedures, National Minimum Standards and regulatory expectations. You will also deputise for the Registered Manager when required and appropriate.

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' them.

This role carries an important safeguarding responsibility, both for the families you directly work with and as part of the wider safeguarding culture across the organisation. Close support, clear communication and regular recording help ensure that children at Tide House are kept safe and that their wellbeing is promoted.

This role is, by default, undertaken fully in the office; however, limited hybrid working may be agreed where appropriate to the duties being undertaken at the time.

Working hours are typically 08:00 – 16:00, Monday to Friday, alongside participation in the second on-call rota. Flexibility will be required to respond to operational need, safeguarding issues,

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staffing pressures, placement transitions, meetings and urgent matters where Deputy Manager oversight is required. We will consider alternative working patterns, including part-time hours, alternative hours or some weekend working, where these meet the needs of the service.

Role responsibilities and tasks

The Deputy Manager is expected to exercise professional judgement within agreed delegated authority. Where decisions fall outside that authority, or where there are significant safeguarding, regulatory, staffing, reputational or legal implications, the Deputy Manager must escalate promptly to the Registered Manager or Responsible Individual as appropriate.

You will:

- Maintain oversight of risk assessments for all families on placement, ensuring staff understand and adhere to risk management plans and that any changes in presentation are escalated, recorded and responded to promptly.
- Oversee the creation and review of family placement plans and behaviour support plans, in conjunction with other staff, ensuring that supervision and monitoring levels, medication arrangements and family time plans are clear, proportionate, communicated to the team and implemented consistently. Review and update working templates where required.
- Maintain oversight of placement records and daily recordings, completing quality assurance checks to ensure they are timely, accurate, evidence-based and compliant with National Minimum Standards, policies and procedures.
- Support staff to undertake direct work assessment sessions and parenting teaching interventions, ensuring objectives are clear and that learning and observations are recorded to contribute to the overall parenting assessment.
- Undertake direct work/assessment sessions with placed families, to include ParentAssess and delivery of feedback, as required by the Registered Manager.
- Coordinate operational safeguarding tasks such as medication administration checks, home conditions checks, drug and alcohol testing schedules, family time plans and family calendars, delegating appropriately and ensuring robust recording and follow-up.
- Contribute to quality assurance and audit activity as required by the Registered Manager or Responsible Individual.
- Attend and contribute to weekly family review meetings, escalating safeguarding concerns and practice issues where needed, and supporting actions arising, including chairing where appropriate.
- Coordinate monitoring of families in person, via CCTV and in the community, allocating staff appropriately, maintaining safe supervision levels, and ensuring records and incident logs meet the required standard.
- Provide direct care for children and babies when required (including in response to risk or staffing needs), while supporting staff to build consistent, safe and positive relationships with children and families.
- Role-model best practice and coach staff to support parents using child-led, strengths-based approaches in line with current guidance, policy and relational practice values.
- Promote the independence and choice of families, balancing this with risk management and ensuring staff understand what is safe and appropriate within agreed plans.

- Where required, drive a company car to support operational needs, including community activities and appointments, ensuring transport arrangements are planned safely and recorded appropriately.
- To be part of a second on-call rota, providing out of hours guidance to staff, supporting decision making, managing immediate safeguarding issues and escalating to the Registered Manager as needed, in line with policy.
- Build and maintain effective professional relationships with families and external professionals, modelling appropriate boundaries and supporting information sharing in line with confidentiality and data protection requirements.
- Undertake training and professional development that supports your role as Deputy Manager.
- Provide supervision and day-to-day line management to Assessment Support Workers and support delegated supervision, development and performance oversight of Family Key Workers. This may include probation reviews, appraisals, coaching, reflective discussion, competency follow-up and agreed performance actions.
- Support a culture of high performance and accountability by addressing practice shortfalls promptly, escalating concerns in line with policy, and contributing to performance management as directed.
- Oversee the preparation of accommodation for new family arrivals, ensuring standards of cleanliness, safety and readiness are met, and delegating tasks appropriately following a family leaving their accommodation.
- Liaise with social workers, guardians, legal representatives, health professionals, police, domestic abuse services, substance misuse services and other agencies where appropriate.
- Review referrals and contribute to decisions about whether Tide House can safely meet a family's needs, providing operational, safeguarding and staffing analysis to support decision-making by the Registered Manager.
- Support the Social Worker and Registered Manager with collating evidence for court reports, statements, chronologies, parenting capacity assessments or professional updates.
- Respond to complaints or concerns from families, professionals or staff, ensuring they are recorded, followed up and escalated appropriately.
- Support fire safety, infection control, accident reporting, environmental checks, lone working, safe transport and general building safety.
- Ensure clear handovers between shifts so that risks, tasks, family updates and safeguarding concerns are consistently and accurately communicated.
- Oversee and support new staff induction, shadowing, observation of practice and competency checks, ensuring staff are confident before working independently.
- Monitor staff practice around boundaries, confidentiality, phone and social media use, respectful communication and appropriate relationships with families.
- Support practitioners to ensure assessments and support are adapted where families have learning needs, disabilities, language barriers, cultural needs or communication difficulties.
- Contribute to service improvement by identifying themes from incidents, audits, complaints, supervision, probation, appraisals and feedback.
- Work collaboratively and flexibly to meet the wider needs of Tide House, including supporting rota planning, shift coordination and cover where required.



- Undertake any other duties appropriate to the post, including deputising for the Registered Manager and acting as the Designated Safeguarding Lead when required.
- 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 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, because of any protected characteristic.

Night workers

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

On-call

This role includes an expectation of participating in the second on-call rota. The anticipated frequency is approximately one week in three, although this may vary depending on staffing arrangements and operational need.

Person specification

Criteria	Essential	Desirable
Level 5 Diploma in Leadership and Management for Residential Childcare, Leadership for Health and Social Care, or equivalent qualification, or willingness and ability to work towards this within an agreed timeframe.	Y	
ParentAssess training or willingness and ability to work towards this within an agreed timeframe.	Y	
The post holder must be able to demonstrate developing knowledge of the regulatory framework for Residential Family Assessment Centres, including National Minimum Standards, safeguarding expectations and inspection readiness.	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	
Experience of supervising staff (including reflective supervision, setting expectations, and following up actions), with the ability to provide day-to-day management and oversight.	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 quality assure written records and ensure practice is compliant with policy/regulation/NMS	Y	
Ability to contribute effectively to safeguarding practice when supporting families and colleagues, taking a leadership role in training and supporting staff members within the team.	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	
A valid UK driving licence and ability to drive company cars, including outside 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, with appropriate support and escalation where required.	Y	

I confirm that I have received and understood this job description:

Print name	
Signature	
Date	