

Job description			
Job title	Health and Social Care Worker		
Grade	Grades D / E		
Directorate	Health & Social Care		
Service/team	Together We Care		
Accountable to	Assistant Team Manager		
Responsible for	N/a		
JE Reference	A5078	Date Reviewed	Dec 2025

Purpose of the Job

Health and Social Care Workers provide person centred, health and wellbeing support and care to adults who use Adult Provider Services (APS), promoting independence and following agreed care and support plans for each person. This personalised approach must ensure that individual outcomes are met, and everyone is treated with dignity, respect, and compassion.

The role may be delivered in any of the relevant APS settings including Day Services, Respite and Supported Living. This may on occasion include driving to safely transport service users between venues and events/act as a passenger assistant.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken:-

Grade D

1. To support the delivery of agreed health and social care plans ensuring that service users are supported safely, have their individual needs and service targets met and are always treated with dignity and respect.
2. To work positively, productively, and flexibly in the role, delivering care where it is required and as part of agreed teams and/or as a lone worker. This may include any setting within APS and any type of rota pattern. Required notice and training will be provided.
3. To support service users in a safe and person-centred manner, ensuring that all required risk assessments and protocols are adhered to, ensuring that all incidents are logged and reported as per policy.



4. To utilise a range of skills in the role, informed by training (formal and informal) and focused on meeting needs in the most positive ways.
5. To support service users with their personal care as determined within their individual care plan, always ensuring that the delivered care meets required regulatory, Council, safety and legal requirements; working to empower individuals to make their own choices, have control of their support and care promote the development of new skills.
6. In the delivery of direct care, postholders will need to exercise appropriate interpersonal caring skills in order to meet the needs of service users as covered under point 2 of this Job Description. This includes using guiding and persuasive skills as appropriate to encourage the service user to undertake tasks such as eating, dressing etc. Management support will be sought where the service user's response could have a negative effect on their or others health, safety, and/or care.
7. To undertake any required monitoring for service users and complete required records for example: behaviour and seizure management protocols and guidelines, being mindful of triggers for challenging behaviour, seizures and to highlight any changes in an individual's behaviour to the manager so that the support plans can be updated.
8. To support service users whose behaviour may be complex and may challenge, ensuring that all agreed protocols, communication plans, risk assessment and behaviour support plans are followed, and any concerns are reported and discussed with managers.
9. To ensure the accurate administration and recording of medication, including rescue medication, in line with the Council's Medication policy. Postholders will need to ensure that agreed protocols are followed when supporting an individual's personal care such as peg feeding, postural care, changing stoma bags, buccal suction, medication via a peg etc.
10. To support service users' communication needs according to their support plan and utilising a range of appropriate methods as directed and trained including Makaton and other methods as directed and trained.
11. To ensure that all required records are entered and maintained as directed and communicate any required and relevant information to the team and managers. This includes all care, medication and health protocols and records and relevant handovers.
12. To manage all information in accordance with the Council's information management and data protection systems, maintaining appropriate levels of confidentiality.
13. To ensure and maintain productive and professional communication with colleagues, allied services and professionals, service users, family carers and any relevant others.



14. To seek advice and support from managers in daytime and out of hours as required (including in crisis and emergencies), to ensure safe delivery of services and utilise relevant advice from allied professionals in health, social care, and other services where this is required.
15. To use appropriate equipment to support service users who have mobility issues and undertaking visual checks of, and ensuring the safe use of, lifting equipment such as hoists slings and changing beds and to provide 'regular' physical support to service users such as pushing / pulling / clamping wheelchairs and using hoists and slings.

When transporting a service user and/or driving a vehicle or acting as a passenger assistant:

- a. Where driving a person in theirs or another vehicle is required, ensure that service users are safely transported/escorted between venues and events and take appropriate action in line with agreed protocols, safety procedures, and practice to deal with issues that arise during the journey.
- b. To undertake any relevant training related to the transportation of service users and any requirements to operate equipment as part of this.
- c. To ensure that the correct safety procedures are applied when transporting medication and medication aids.

Grade E

All Grade D competencies, plus:

1. To take an active part in contributing to risk assessment processes including the identification of new risks and/or changes to existing risk.
2. To guide less experienced staff in the delivery of direct care when this is required and demonstrate initiative.
3. To take an active part in updating one page profiles for service users and ensure these are kept up to date; supporting or undertaking the keyworker role where this is required.
4. Demonstrate more developed knowledge and skills in supporting service users with complex needs and demonstrate a willingness to further develop own skill base.



Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.
- To be proactive and up to date with the detail of risk assessments and support plans relating to individuals within the service, the activities, and the environment.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.