



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

As a Health and Social Care Worker you will provide person-centered, health and wellbeing support and care to adults. You will promote independence and follow agreed care and support plans for each person. You will be focused on meeting needs in the most positive ways to help enhance their lives. This personalised approach must ensure that individual outcomes are met, and everyone is treated with dignity, respect, and compassion.

You will have the opportunity to make a positive difference to our service users' lives in any of the relevant Together We Care settings including Day Services, Respite and Supported Living.

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.
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 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. While working to empower individuals to make their own choices, have control of their support and care, to promote the development of new skills.
5. In the delivery of direct care, postholders will need to exercise appropriate interpersonal caring skills. 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.
6. To undertake monitoring for service users and complete required records: such as behaviour and seizure management protocols and guidelines. Being mindful of triggers for challenging behaviour or seizures and highlighting any changes in an individual's behaviour to the manager so that support plans can be updated.
7. To support service users whose behaviour may be complex and challenging at times, ensuring that all agreed protocols, communication plans, risk assessment and behaviour support plans are followed, and any concerns are reported and discussed with managers.
8. To ensure the accurate administration and recording of medication, including rescue medication, in line with the Council's Medication policy. You will ensure 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.
9. To support service users' communication needs according to their support plan. Utilising a range of appropriate methods as directed and trained including Makaton
10. To ensure that all required records are maintained and any required and relevant information is communicated to the team and managers. This includes all care, medication and health protocols, records and handovers.
11. To manage all information in accordance with the Council's information management and data protection systems, maintaining appropriate levels of confidentiality.



12. To ensure and maintain productive and professional communication with colleagues, allied services and professionals, service users, family carers and any relevant others.
13. 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 to utilise relevant advice from allied professionals in health, social care, and other services as appropriate.
14. To use appropriate equipment when supporting service users who have mobility issues. Undertaking visual checks of, and ensuring the safe use of, lifting equipment such as hoists slings and changing beds. Providing 'regular' physical support to service users, such as pushing / pulling / clamping wheelchairs and using hoists and slings.

Please note that we also recruit non-drivers to this role

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

- a. When driving a person in their or another vehicle is required, you must ensure that service users are safely transported/escorted between venues and events. You must take appropriate action in line with agreed protocols, safety procedures, and practice to deal with issues that arise during the journey.
- b. To undertake relevant training related to the transportation of service users and operation of any associated equipment.
- 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 demonstrate initiative and guide less experienced staff in the delivery of direct care when this is required
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 your skill base.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

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.



Knowsley Council

- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.