



Job description			
Job title	Head of Safeguarding and Quality Assurance (Adults)		
Grade	PMG5		
Directorate	Health and Adult Social Care		
Service/team	Safeguarding and Quality Assurance		
Accountable to	Director of Adult Social Care and Commissioning		
Responsible for	Safeguarding and Quality Assurance Services		
JE Reference	n/a – existing post	Date Reviewed	23.07.2026

Purpose of the Job

To oversee the Council's adult social care safeguarding and quality assurance functions in a multi-agency context, taking a strategic approach to safeguarding adults and making safeguarding an integral part of relevant strategies, policies, practice and quality assurance frameworks.

To act as the strategic lead for Care Quality Commission (CQC) assurance and inspection readiness.

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.

Primary Role

- To oversee and be accountable for all aspects of the Council's adult social care safeguarding and quality assurance functions and to ensure appropriate local management and performance arrangements for areas of responsibility
- To ensure that the Safeguarding Adults Board is effectively organised and supported, including providing support to the Independent Chair of the Safeguarding Adults Board, the Safeguarding Board Manager, and overseeing the work programme and quality assurance activity across the partnership, including the preparation of the Adult Safeguarding Annual Report and Business Plan
- Ensure Councillors, the Chair of the Safeguarding Adults Board, Directors and the Safeguarding Board are kept up to date with legislation, policy, guidance which impacts upon the Council's safeguarding policy.



- Conduct management reviews into sensitive cases, making clear recommendations and developing comprehensive action plans that are monitored to ensure full implementation
- To ensure that Safeguarding policies and procedures are in place, operate effectively within the service and are regularly reviewed, ensuring that Safeguarding is everybody's business, with a clear Council focus on safeguarding adults in situations of concern, and that relevant standards are met
- To ensure that clear protocols are in place for dealing with adults identified as being at risk, or posing a risk to themselves or others, and that all staff are aware of these protocols
- Manage the collection and dissemination of quality information and intelligence via the Quality Assurance and Standards Group, ensuring that staff providing care services exercise a duty of care and that the personal dignity of adults in need is upheld
- Oversee the development of an annual Audit Plan and oversee delivery within Adult Social Care, Adult Provider Services and the Independent Sector, leading on decision making where action is required to address quality standards
- Act as the lead Senior Officer for liaison and information exchange with the Care Quality Commission (CQC) for all regulated services – internal and external – and to work with Independent Providers to ensure quality standards are maintained or improved as needed. Ensure that all registration and regulatory issues with the Care Quality Commission are fully addressed, including managing and coordinating Knowsley Adult Social Care's preparedness for, and responses to the Care Quality Commissions Local Authority Assessment
- To act as the lead officer for liaison with the Knowsley Safeguarding Children's Partnership and Sub-Groups, and the Knowsley Domestic Abuse Partnership Board
- To contribute to the Council's Senior Management Team on strategic and corporate issues and act as the lead for Adult Services in relation to Risk Management and Business Continuity. To support and champion children and young people as part of the Council's collective responsibility for young people who are cared for by the Council and young people who are care experienced
- As a senior officer, you will be expected to support the Council's emergency preparedness, response, and recovery arrangements; this may include, but is not restricted to, participation in appropriate training and exercises, participation in our emergency duty officer rota, and attending Strategic and/or Tactical and/or Recovery Coordinating Groups with our multi-agency partners.
- To fulfill the role of Principal Social Worker for Adults, including delivering service improvements and efficiencies within the Council's agreed operational



standards. To ensure effective collaboration with the Head of Safeguarding and Quality Assurance (Children's Services) to deliver the Social Care Workforce Strategy and ensure effective Transitional Safeguarding arrangements are in place

- Work co-operatively with Managers/Safeguarding colleagues from other boroughs, during serious concerns processes. Co-working with the police and other key stakeholders to develop clear protocols and support for adults
- Champion and support continuous professional development within the service and across the social care professional workforce by working with key stakeholders and networks to ensure the availability of a competent, skilled, diverse workforce to deliver excellent services
- Proactively research regional and national safeguarding best practice and support operational managers in the evaluation and implementation of best practice. To develop effective relationships and actively engage with relevant local, regional and national networks as appropriate to stay abreast of current and emerging challenges, policy developments, and opportunities and to contribute to the future shape of Adult Social Care

Corporate Responsibilities

- To support the Council's Senior Management Team working with elected Members and Executive Directors to deliver the Council's vision, priorities and core values and to support elected members in undertaking the roles as community leaders and ward members.
- To effectively contribute to the overall strategic management of the Authority by supporting the Chief Executive to develop clear, long-term strategies, supported by appropriate policies and procedures.

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.

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.