Knowsley Council

Job description			
Job title	Senior Health and Social Care Worker		
Grade	H		
Directorate	Health and Adult Social Care		
Service/team	Together We Care		
Accountable to	Team Manager/ Assistant Team Manager		
Responsible for	not applicable		
JE Reference		**Date Reviewed**	Nov 2026

Purpose of the Job

The role of Senior Health and Social Care Worker will provide direction and oversight to Health and Social Care Workers on shift to support the delivery of safe, high-quality, compliant person-centred support. This personalised approach must ensure that individual outcomes are met, and everyone is treated with dignity, respect, and compassion, reflecting individual support plans. You will also provide direct care and support to people with learning disabilities, autism and complex needs.

The role may be delivered in any of the relevant Together We Care, (TWC), 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.

1. Undertake the role of senior staff member on shift providing support, guidance and direction to Health and Social Care Workers to ensure that all support tasks are provided appropriately, timely and recorded accurately as required, including medication administration.

2. Support the development of teams providing coaching in areas of care and support responsibilities ensuring the highest standard of safe care delivery.

3. Provide high- quality, safe, person-centred direct care and support to service users, promoting dignity, independence, choice and wellbeing.

4. Implement, complete and update service user documentation, support plans, assessments including risk assessments, ensuring they are person centred and outcome focussed.

5. Maintain accurate, timely and confidential digital records in line with data protection and information governance requirements. Monitor the information inputted by teams, ensuring the information recorded is respectful, appropriate and person centred.
6. Support service users through key transitions, admissions, discharges, and changes in support arrangements, completing, reviewing and updating the required documentation as required.

7. Monitor medication processes to ensure the safe storage, administration and recording of prescribed medication.

8. Communicate and work with partners both internal and external to the Council, including families, social workers, health professionals, families and carers, and participate in multi-disciplinary meetings and reviews. Contribute to effective communication in services through team meetings, handover meetings and emails.

9. Complete service audits contributing to an ethos of continuous service improvement, supporting compliance with Care Quality Commission, (CQC), standards, escalate any areas of noncompliance identified through audits to managers.

10. Ensure compliance with Knowsley Council and TWC service policies and procedures, including finance and infection control.

11. Follow safeguarding processes, identifying and reporting safeguarding concerns, contributing to a culture of safety in services.

12. Support Team Managers and Assistant Team Managers to implement agreed operational changes in service areas and work productively and positively with teams to embed these; support transformation and change in services.

13. Act as a ‘champion’ in the service in an allocated area, for example, safeguarding, infection control, dignity in care.

14. Develop meaningful, person centred activities within services and the community, contributing to positive outcomes for service users.

15. Take feedback from service users and be able to evidence actions in response to feedback.

Knowsley Council

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 Behaviours



Always looking for better ways to do things better

Taking ownership and delivering on commitments

Working together to achieve the best outcomes

Helping others succeed and thrive

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.