

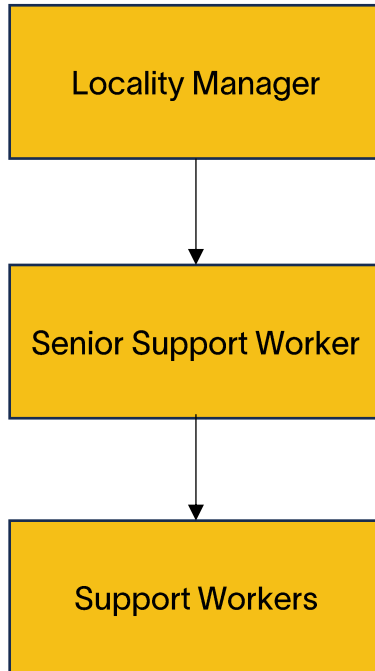
Right There

Job Pack
Support Worker
(April 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Support Worker



Outreach South Lanarkshire works in partnership with South Lanarkshire Council and other agencies to provide the best possible support to people. The people we support are at the heart of everything we do, and we adopt a truly person-centred approach to foster trusting and healthy relationships, enabling people to regain control of their lives.

Being a support worker allows you to join a team that is committed to working towards ending homelessness in South Lanarkshire. Our work is focused on supporting individuals who are homeless or at risk of becoming homeless by offering high quality Outreach support in the community. We look to meet people where they are on their journey, without judgement and support individuals to find suitable long-term accommodation.

About Right There



We are Right There, a charity celebrating our 200th anniversary in 2024. We provide tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns. Last year we supported almost 4,000 individuals, helping to prevent them from becoming homeless or separated from the people they love.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and, helping people feel happier, safer, and more confident to take steps to improve their own lives.

Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual. We want to challenge stereotypes – it doesn't matter what the situation is – we're not here to judge, only to help.

Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

Our key areas of focus



For People

We provide tailored support for children and adults to help individuals and families feel happier, create stronger bonds and stay together.



At Home

We provide safe and supportive places to call home for people of all ages, from any circumstances, for as long as they might need it.



In The Community

We provide the tools for people to live independently and build their lives within their community, creating their own safe and secure homes.

Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way - with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Roles & Responsibilities

South Lanarkshire Housing Support – provide a tenancy support service:

- Manage a case load of people we support in the community to transition from temporary to permanent accommodation or to maintain their tenancies.
- Work in partnership with South Lanarkshire Council and other agencies to provide the best possible support to individuals.
- Effectively case manage your own cases and work effectively with the team to ensure that all people we support receive the right level of support.
- Ability to work flexibly across our IS1- Targeted Support Service and IS2- Wrap Around Housing Support Service.
- Take responsibility and ownership of required paperwork, ensuring that this is completed to a high standard under the agreed time frames.
- Take an active role within the team, taking part in team meetings, reflective practice, support and supervision sessions and attending our Community Hub with people we support.
- Maintain regular contact with people we support through a combination of face to face and over the phone support.

Responsibility to the People we Support:

- Arranging and facilitating weekly meetings to develop and implement support plans in collaboration with the people we support to meet their individual needs and develop their ability to independently manage in their tenancy.
- Developing life skills with the people we support including how to maximise income, helping them become involved in meaningful activities and engaging with their community, budgeting, shopping, cooking and any other skills that aid independence.
- Offer Intensive Housing Support to help the people we support manage their responsibilities as tenants and help people move towards securing permanent accommodation.
- Assist the people we support to engage and integrate into the local community and become active citizens.
- Provide a safe space for the people we support to discuss their health, past trauma and experiences while offering emotional support.
- Provide the required support with focus on 'customer service', contribute towards creating a Psychologically Informed Environment (PIE) and utilising a People First person centred approach
- Develop positive, respectful, and compassionate relationships with the people we support, focusing on their strengths and aspirations as individuals.
- Embracing a person-centred style of support planning with the involvement of people we support ensuring that their voice is captured, and they are working towards goals they have identified.
- Advocate for the People we Support when required and amplifying their voice.
- Ensure the people we support are aware of service provision and signposted or referred to other agencies as appropriate
- Support individuals to manage their income through advice and guidance and aiding with maximising income such as supporting people to set up Universal Credit claims when needed and applying for other eligible benefits.
- Commitment to championing the rights of those we support

Being a part of the Right There team:

- Positively Represent Right There to other agencies or services including Local Authority, Housing Services, Social Work and other relevant services.
- Be a proactive team member actively contributing to your service and the organisation's development and continuous improvement working collaboratively with your colleagues across the organisation.
- Have a high standard of professional integrity with colleagues, people we support and other providers, always upholding clear professional boundaries.
- Understand and respect the importance of confidentiality
- Ability to work towards performance targets to achieve agreed results
- Participate in meetings, training and reflective practice, share your learning experiences and strive for continuous personal and professional development
- Invests sustained effort in making a significant impact on service development and improvement with feedback on the review of organisational policies and procedures and local guidelines
- Engage with any organisational initiatives or working groups
- Adhere to Right There Policies and Procedures, Scottish Social Programmes Council (SSSC) Codes of Practice, Health and Social Care Standards (My Support, My Life), Health and Safety legislation and practices
- Always apply safeguarding principles and maintain awareness of child protection and adult protection processes.
- Register with any required government bodies and ensure membership is updated and any attributed costs are paid for

Essential skills and experience



- ✓ SVQ Level 2 or willing to work towards this
- ✓ Knowledge of current issues, relevant legislation and policies relating to housing and homelessness
- ✓ Knowledge of Housing and other benefits
- ✓ Experience of crisis work with vulnerable groups with experience of deescalating potential conflict situations
- ✓ Ability to understand and consider the views, concerns, and needs of others when taking action
- ✓ Demonstrable communication skills
- ✓ Ability to work cooperatively with others as part of a team demonstrating commitment to group objectives supporting and mentoring colleagues, as and when required
- ✓ Skills and ability in effective caseload management, time management and working to deadlines
- ✓ Ability to ensure the service is delivered in accordance with Right There policy and objectives with a culture of safety, fairness, and inclusiveness.
- ✓ Ability to create an environment which promotes co-operation, trust, and open exchange of ideas Computer literate and competent with Microsoft Office Software package
- ✓ Ability to compile comprehensive reports as required in line with organisational policy
- ✓ Driving license and access to a car for work purposes with ability to travel within agreed geographical area
- ✓ Flexibility with regards to working patterns and ability to respond at short notice to crisis situations

Essential Knowledge



- ✓ Awareness of First Aid/ Certificated
- ✓ Awareness of Housing protocols
- ✓ Experience of working in a similar environment
- ✓ Awareness on Drugs, Alcohol and Mental Health and impact this has on people
- ✓ Knowledge of the impact of trauma
- ✓ Knowledge of safeguarding and working within adult protection policies and procedures.

Desirable Knowledge

- ✓ Knowledge of the application of Psychologically Informed Environments (PIE) within the work environment
- ✓ Knowledge of local resources and programmes

Role Details

Contract: Full time, permanent, 39 hours per week.
Salary: SCP 21-24 (£29,229 - £31,792 per annum)
Reporting to: Senior Support Worker

- Working hours are 39 per week worked Monday to Friday between the hours of 8am and 6pm depending on the needs of the service.
- Your core place of work will Brandon House, office 6, Brandon street, Hamilton ML3 6DA. You are also required to work in the local community, and you will be paid travel expenses from your usual place of work and appointments undertaken in the course of your duties.
- Annual leave entitlement of 280 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 312 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People's Pension provided you meet auto-enrolment criteria. Deductions will be taken in your first monthly salary
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

How We Equip Our People to Thrive

Contractual Benefits

- Opportunities to work flexibly around the needs of your programme.
- Above the Real Living Wage employer and paid overtime for Programme staff who are on rota to work over Christmas and New Year.
- Jury Duty tops-up on top of your allowance to equate to full pay.
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase and sell up to 5 days).
- Contributory pension with the Peoples Pension from day one provided you meet auto-enrolment criteria. Employer and employee contributions are at 5%.
- Life insurance at 4 x your salary through YMCA Group Life Assurance Scheme.

Development and Wellbeing Benefits

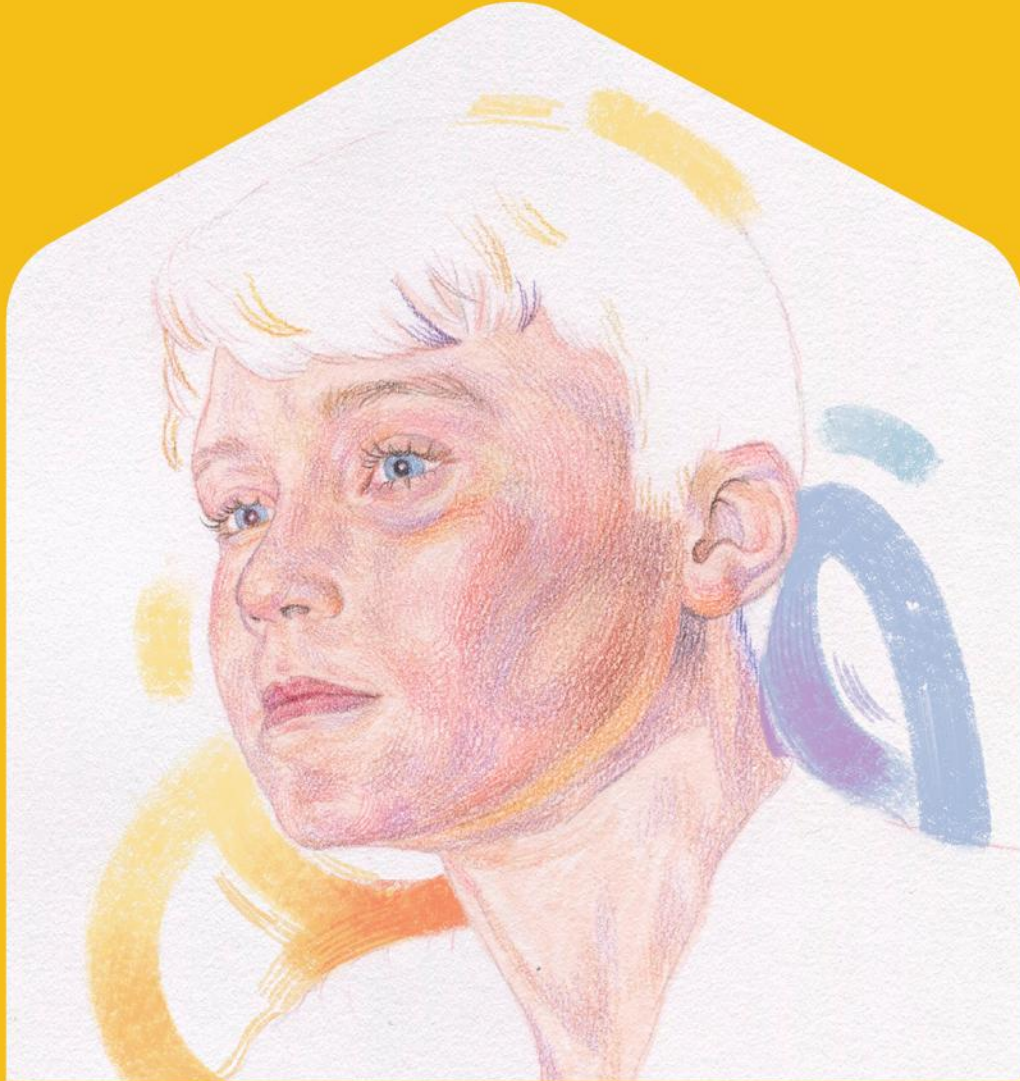
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development opportunities, such as being trained on our trauma informed [People First approach](#), and access to our annual plan of training and development relevant to your role and growth.
- For appropriate roles, funded SVQ 2, 3 and 4 qualifications.

Enhanced benefits

- Enhanced maternity, adoption and shared parental leave with 26 weeks full pay and 26 weeks half pay.
- Enhanced paternity leave of 4 weeks paid leave.
- Up to 5 paid days for compassionate leave for the loss or serious illness of a loved one.
- For those who qualify, full pay for Neonatal care leave of up to 12 weeks (inclusive of statutory neonatal care pay).
- 2 weeks full pay for Parental Bereavement Leave.

Additional Benefits

- Access to Health Shield, where you can set up a monthly payment plan to access additional wellbeing services, including GP Anytime, payment towards dental care, glasses, massages and physiotherapy.
- Cycle To Work Scheme – hop on your bike to feel healthier and save money.
- Glasgow Credit Union – join to receive offers on loans, savings and mortgages to people who live and work in the Glasgow 'G' postcode.
- Refer a Friend to come work with us and receive £100 (conditions apply)
- As a charity worker you can purchase a [Blue Light Card](#) for £4.99 for two years, offering you access to over 15,000 discounts with local, regional and national UK brands. These discounts are available online and in-store across many categories.
- [Company Shop](#) also offer discounted items to you within their stores
- Sign up for a chance to win free tickets to live events at [Concerts for Carers](#).



www.rightthere.org
hello@rightthere.org

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Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**