

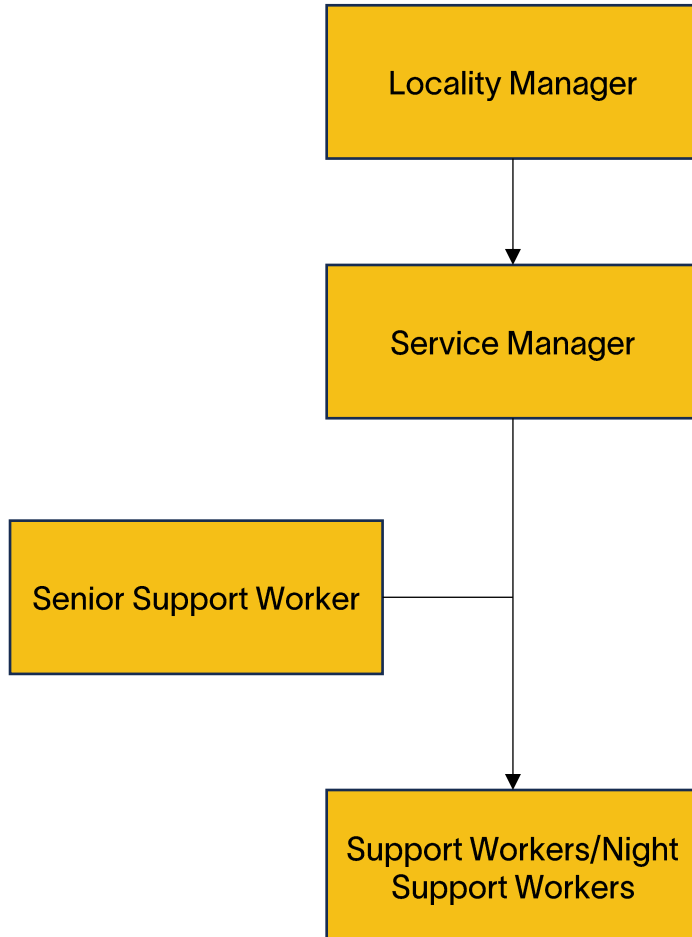
Right There

Job Pack
Support Worker
(April 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Support Worker



Willow Gate-First Stop Emergency Accommodation programme in Hamilton meets the needs of individuals, couples and families at risk of homelessness.

The Supported Worker will work closely with people accessing the programme, South Lanarkshire Council (SLC) and the wider community to help people achieve their goals in relation to their support plans and successfully move onto settled accommodation. Support will meet immediate needs and connect to local services for example GP.

The Support Worker will ensure we maintain a high quality, customer focused delivery of service to the people we support through effective values led individualised support and promotion of voice. This role establishes a positive and respectful relationship with those we support using their skills and expertise to prepare them for their own tenancies.

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.

What We Do



For People

Through counselling, mentoring and coaching, we help people feel happier, safer and more confident to take steps to improve their own lives.



At Home

From emergency accommodation to supported and next-step housing, we provide safe and supportive places to call home.



In The Community

Through outreach, help to rent and family support, we help people live independently and build strong community connections.

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.

Main Role Responsibilities

Provision of direct support to the people we support

- Provide appropriate levels of high-quality support to those we support.
- Utilise detailed support plans to record and assess the progress of the people you are supporting.
- Arrange and facilitate key work meetings to develop and review support plans in collaboration with the people we support to meet their individual needs both within the service and out with.
- Accurately record matters relating to the wellbeing of those we support.
- Compile and reviewing risk assessments for the people we support.
- Develop life skills with those we support, including how to maximise income, involvement in meaningful activities, budgeting, shopping, cooking and any other skills that aid to independence.
- Plan, implement and develop workshops or programme activities with those we support.
- Assist the people we support with engaging and integrating into the local community and helping them to become active citizens.
- Have detailed knowledge of other relevant programmes and signpost and refer to other agencies as appropriate.
- Undertake household duties to maintain the accommodation to a high standard.
- Carry out regular welfare and security checks during shift
- Respond to incidents employing de-escalation skills informing senior managers at the earliest opportunity
- Complete incident reports to a high standard and following the correct sharing and escalation process
- Handover relevant information to oncoming staff to ensure continuity of care and support
- Manage health and safety/fire safety controls within the programme as guided.

How you approach your work

- Develop positive, respectful and compassionate relationships with the people we support, focusing on their strengths and aspirations as individuals.
- Have a high standard of professional integrity with colleagues and other professionals.
- Establish clear professional boundaries with the people we support.
- Actively practice person-centred planning and unconditional positive regard.
- Take a Psychologically Informed Environment (PIE) approach and a harm reduction approach to managing relationships with people who use substances)
- Advocate on behalf of the people we support.
- Maintain a safe environment for those we support, colleagues and others.
- Promote involvement in the improvement and development of the service from the people we support.
- Work in line with safeguarding, confidentiality and GDPR policies

Main Role Responsibilities

Being Part of the Right There Team

- Promote Right There services positively and represent Right There to other agencies or services including Local Authority, Social Work, Housing Services and other relevant services.
- Actively contribute to your service and the organisation's development and improvement.
- Participate in team meetings.
- Attend and participate in training and share learning experiences.
- Engage in reflective practice.
- Feedback on the review of organisational policies & procedures and local guidelines.
- Strive for continuous personal and professional development.
- Engage with any organisational initiatives or working groups such as NHS Healthy Working Lives, Investors in People, the LGBT Charter, etc.

Right There strives for best practice within social care and expects all staff to adhere to:

- Right There's policies and procedures.
- Scottish Social Services Council (SSSC) Codes of Practice.
- Health and Social Care Standards (My Support, My Life).
- Health & Safety legislation and practices.
- Register with any required government bodies and ensure membership is updated and any attributed costs are paid for.

Essential skills and experience



- ✓ Qualified to SVQ2 in Social Services and Healthcare or SCQF equivalent or willing to work towards this
- ✓ Knowledge of current relevant legislation and policies relating to housing and social care
- ✓ Knowledge of issues surrounding homelessness
- ✓ Experience of crisis work with vulnerable people
- ✓ Ability to ensure the programme is delivered in accordance with organisational policy and Right There values
- ✓ Skills and ability in effective time management and working to deadlines
- ✓ Ability to compile comprehensive reports as required
- ✓ Knowledge of local resources and programmes
- ✓ Computer literate and competent with Microsoft Office software package
- ✓ Flexibility with regards to working patterns
- ✓ Ability to respond at short notice to crisis situations

Desirable skills and knowledge



- ✓ Experience of working in a similar environment
- ✓ Understanding of the principles of working within a Psychologically Informed Environment (PIE)
- ✓ First Aid Certificate
- ✓ Counselling skills in drugs, alcohol and mental health
- ✓ Knowledge of local resources and programmes
- ✓ Experience of crisis work with vulnerable people
- ✓ Other relevant training

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 21-24 (£26,231 - £28,532 per annum)
Reporting to: Senior Support Worker

- Your normal working hours are 35 per week worked Monday to Friday between the hours of 08.00 am and 10.00 pm. Shifts are 8am to 4pm one week and 2pm to 10pm the following week.
- Your core place of work will be 12 Clydesdale Street, Hamilton, ML3 0DP
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 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

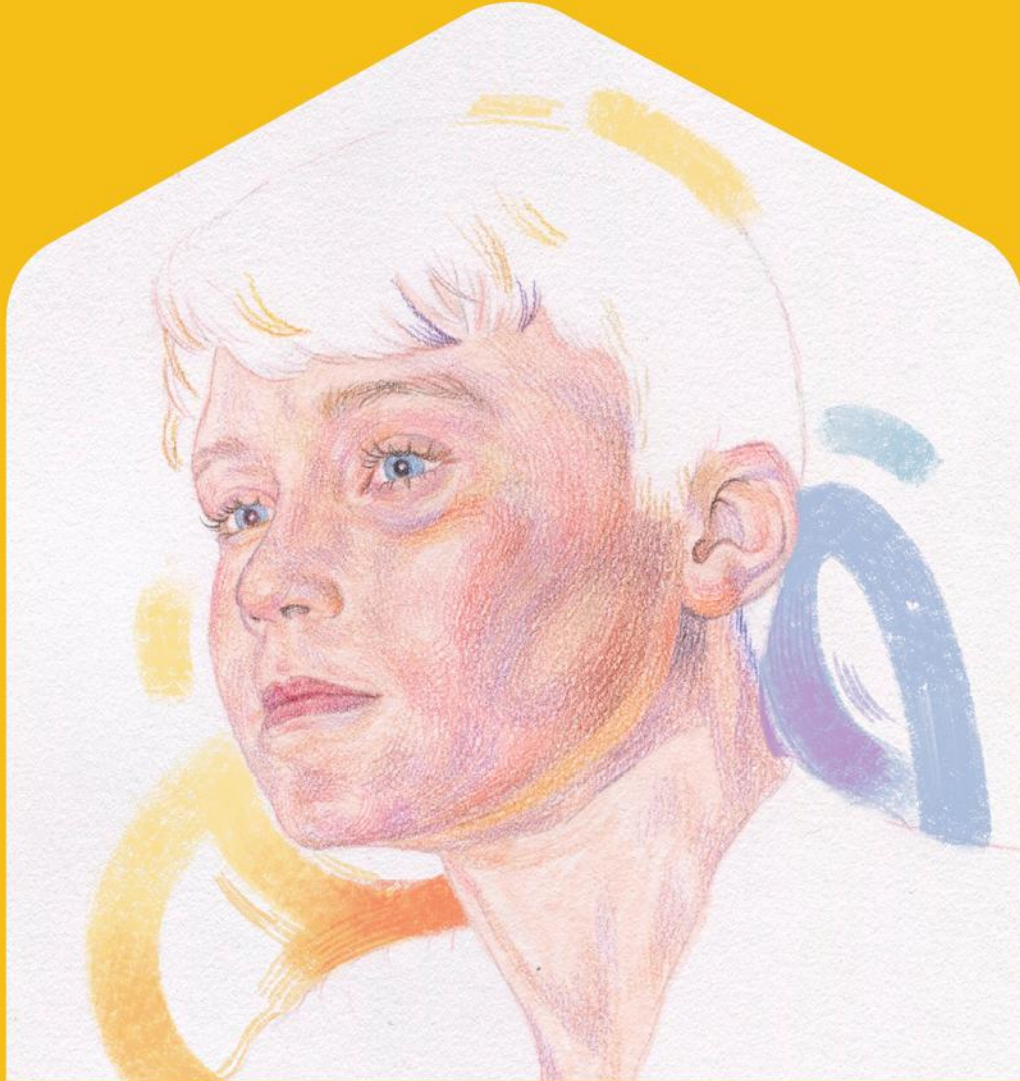
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development 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

Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

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