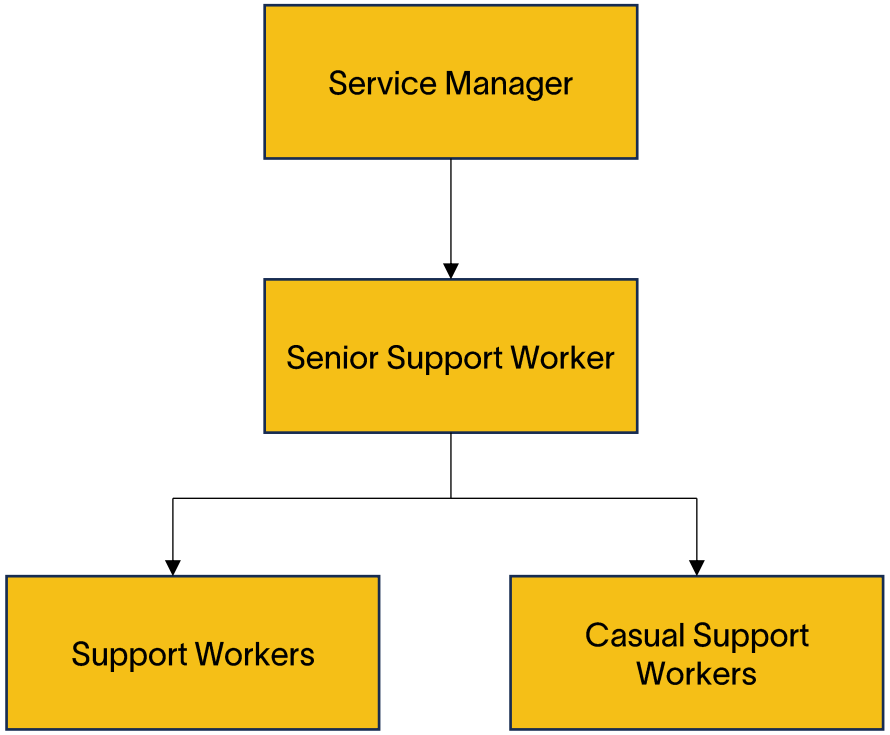
Right There

Job Pack
Casual Support Worker
(October 2026)

Preventing homelessness, one person at a time

Job Purpose
Casual Support Worker



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

The Casual Worker will provide relief cover to assist in the continuation of high-quality residential support within the cultural and ethical framework of Right There.

About Right There



We are a charity that recently celebrated 200 years of standing alongside people in Scotland. Last year we supported almost 4,000 people to stay in their homes and stay connected to the people they love.

We provide tailored support for people, at home and in the community. We are here for people living with the effects of homelessness, poverty, addiction or family breakdown. We meet people where they are, with no judgement – walking alongside them and offering the right support at the right time.

Everyone's story is unique, and everyone's route home is different, so we tailor our response to the individual. Our approach is about building trusting relationships and nurturing people's strengths, and our 200 staff, mentors and volunteers are at the heart of it.

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.

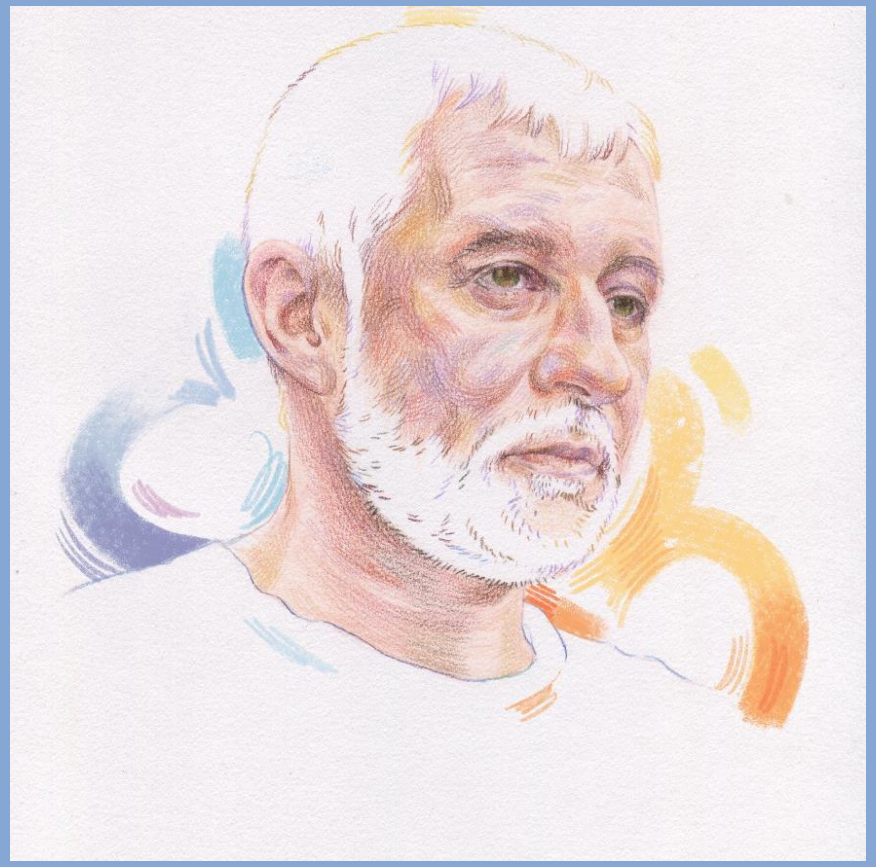
Main Role Responsibilities

- Provide high quality, person centred, emotional and housing support to vulnerable individuals
- Develop positive, respectful and compassionate relationships with all support staff, wider staff teams and those 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 staff and those we support.
- Ensuring person centred planning and unconditional positive regard is undertaken by staff.
- Taking a Psychologically Informed Environment (PIE) approach.
- Ensure support needs of the people we support are being met.
- Ensuring risk assessments are completed and updated.
- Advocating on behalf of those we support.
- Having detailed knowledge of other relevant services.
- Ensuring a safe environment for the people we support, colleagues and others including a high standard of accommodation is provided.
- Actively contribute to your service and the organisations development and improvement.
- Participate fully in team meetings.
- Attend and participate in training and share learning experiences.
- Engage in reflective practice.
- Feedback on the review of organisational polices & procedures and local guidelines.
- Promote Right There services through agreed mediums.
- Strive for continuous personal and professional development.

Essential skills & experience

WHAT YOU MUST BRING

- ✓ Qualified to SVQ Level 2 H&SC or SCQF equivalent (or are willing to work towards).
- ✓ Ability to contribute towards/assist in meeting performance targets as required
- ✓ Ability to contribute towards competing demands and priorities as required
- ✓ Computer literate and competent with Microsoft Office software package
- ✓ Ability and skills to work effectively, manage time and contribute to meeting deadlines as required
- ✓ Ability to respond/contribute at short notice to crisis situations



Desirable knowledge

Helpful experience that will strengthen delivery and compliment your essential skills.

01 Experience of working in a similar environment

02 PIE principles

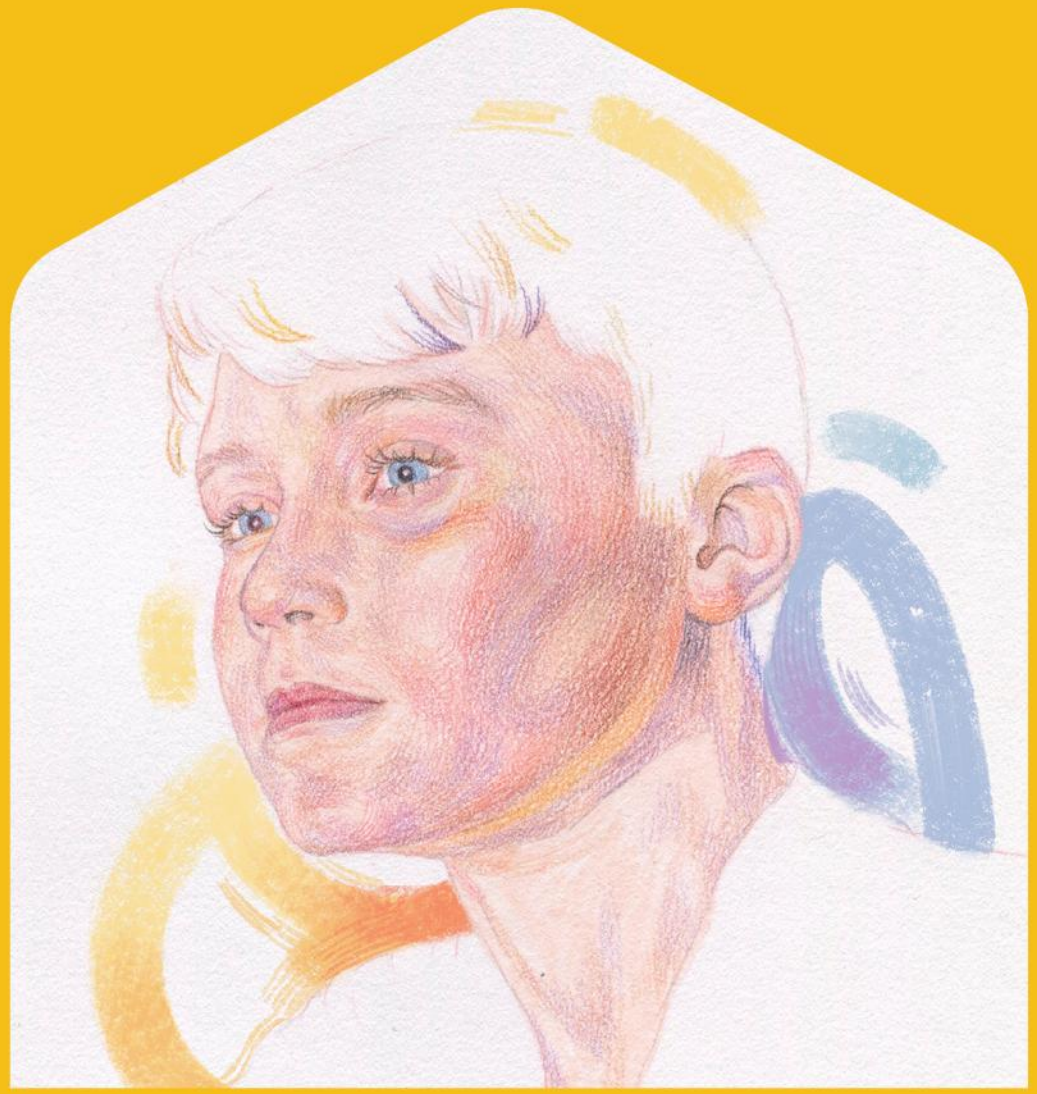
Understanding of Psychologically Informed Environment principles and how they shape practice.

03 First Aid Certificate

Role Details

Contract: Casual
Salary: £14.41 per hour
Reporting to: Senior Support Worker

- → The hours we offer you will be ad hoc and infrequent. You will work for Right There at times and on days to be agreed between you and Right There.
- → 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.
- → In accordance with the Working Time Regulations, you are entitled to be paid for annual leave. You are entitled to 6 weeks in a full annual leave year. Payment for annual leave is calculated based on 13.04% of your total pay in a pay period and will be paid in addition to wages accrued for that month. This includes if you leave your position at Right There part way through a pay period.
- → Legally, Right There must enrol workers into a pension if their earnings meet the statutory criteria
- → 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.



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.**