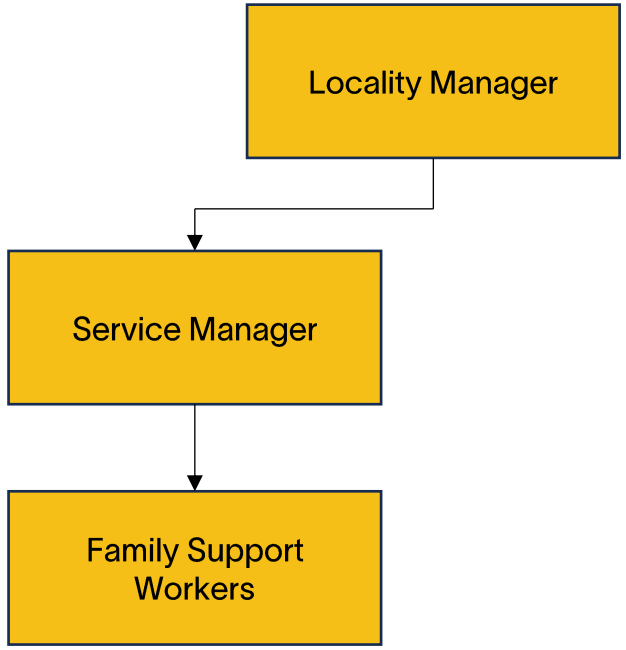
Right There

Job Pack
Family Support Worker (Inverness)
(August 2026)

Preventing homelessness, one person at a time

Job Purpose
Intensive Family Support Worker



As part of our new Highland wide Intensive Family Support Service, our team provides flexible intensive family support working with young people aged 12 to18 who are at risk of criminal exploitation, or who are at risk of being accommodated away from their families.

We work intensively over 12 weeks to support young people and their families, ensuring they receive the right support at the right time, building on their strengths and reducing the need for statutory supports.

We work across the Highlands in close partnership with Social Work, Police and Education to provide multi-agency, wrap around support for young people and their families, keeping them safe and together. This post will focus on Inverness and surrounding areas.

By adopting Right Theres' People First approach, the Family Support Worker will build trusted relationships, help young people identify their goals and needs, and work alongside families to create positive change. You will provide practical and emotional support across a range of areas including wellbeing, education, safety planning, substance use and family relationships.

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

- Build positive relationships with young people and families, colleagues and other professionals
- Work alongside family members and extended family/support network as required
- Advocate on behalf of young people and families
- Represent Right There to local partnership agencies including Local Authority, Social Work, Housing Programmes and other relevant bodies
- Provide flexible support to young people and families, including evenings and weekends
- Deliver evidenced based family support that helps families overcome current challenges and build resilience for the future
- Maintain accurate case files for all family members, contribute to multiagency meetings on behalf of young people.
- Adopt a restorative approach to working with young people at risk and their families, supporting them to resolve conflict and restore relationships.
- Undertake whole family assessments that focus on strengths and continuous assessment of progress towards outcomes for all family members

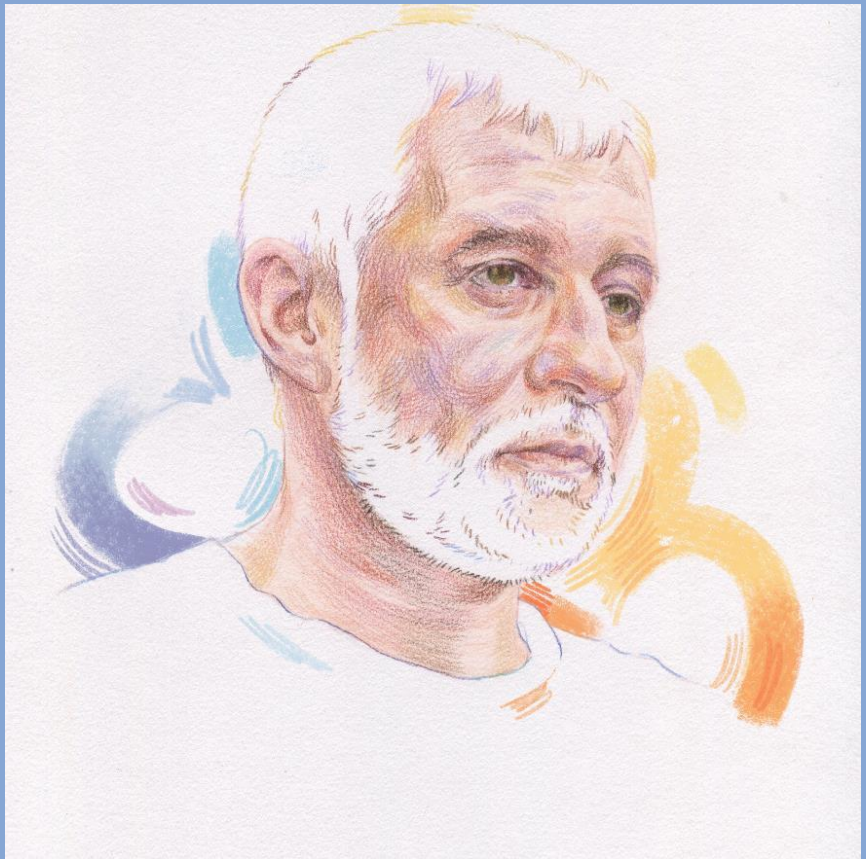
Main Role Responsibilities

- Provide support aligned with Right There's People First Approach.
- Contribute to our commitment to work together with peers from other organisations delivering family support in the community by sharing resources, contributing to meetings, working together to create opportunity and share learning.
- Ensure delivery is aligned with Legislation such as; UN Convention on The Rights of The Child, The Promise and GIRFEC
- Encourage and promote the participation of young people in our programme delivery and development
- Actively contribute to programme and organisations development and improvement.
- Participate in team meetings.
- Engage in reflective practice.
- Feedback on the review of organisational polices & procedures and local guidelines.
- Promote and represent Right There Programmes positively.
- Strive for continuous personal and professional development
- Retain up to date knowledge so that you can provide evidence-based family support

Essential skills & experience

WHAT YOU MUST BRING

- ✓ Qualified, or willing to work towards a relevant professional qualification: SVQ 2 Social Services and Healthcare (Children and Young People) HNC or above
- ✓ Experience of working with children, young people and families facing challenges/on the edges of care.
- ✓ A passion for improving the lives of young people and their families.
- ✓ Understanding of current relevant legislation and policies relating to young people; GIRFEC, UNCRC, The Promise.
- ✓ Knowledge of the key issues facing children, young people and families such as the effects of trauma and poverty.
- ✓ Working knowledge of SSSC Codes of Practice.
- ✓ Able to demonstrate skills and experience in prioritising resources to meet the needs of children, young people and families.
- ✓ Computer literate and competent with Microsoft Office software packages
- ✓ Ability to ensure the Programme is delivered in accordance with corporate policy and organisational objectives.
- ✓ Ability to compile comprehensive reports as required.
- ✓ Ability to travel within agreed geographical area.
- ✓ Full valid driving license and access to a vehicle for work purposes. (please note you must hold insurance that covers both business and domestic use)



Desirable knowledge

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

Experience of working in a similar environment

PIE principles

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

Ability to respond at short notice to crisis situations

Role Details

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

- Your normal working hours are an average of 35 per week. These hours will be worked flexibly between the hours of 8am and 9pm, Monday to Sunday in a pattern that meets the needs of the service and in agreement with the line manager.
- Your usual place of work is Highland Rail Office, 34 Station Square, Inverness, IV1 1LE. You are also required to work in the local community of Inverness and surrounding areas, and you will be paid travel expenses between your usual place of work and appointments undertaken in the course of your duties. Working arrangements are in agreement with the line manager based on the needs of the service.
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- 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

01 Contractual benefits

- **Flexible working** around programme needs.
- **Above Real Living Wage** + Christmas/New Year rota overtime.
- **Jury duty** topped up to full pay.
- **Annual leave**: 6 weeks → 8 after year one; buy or sell 5 days.
- **People's Pension** from day one if eligible; employer and employee each contribute 5%.
- **Life insurance**: 4× salary through the YMCA scheme.

02 Enhanced leave

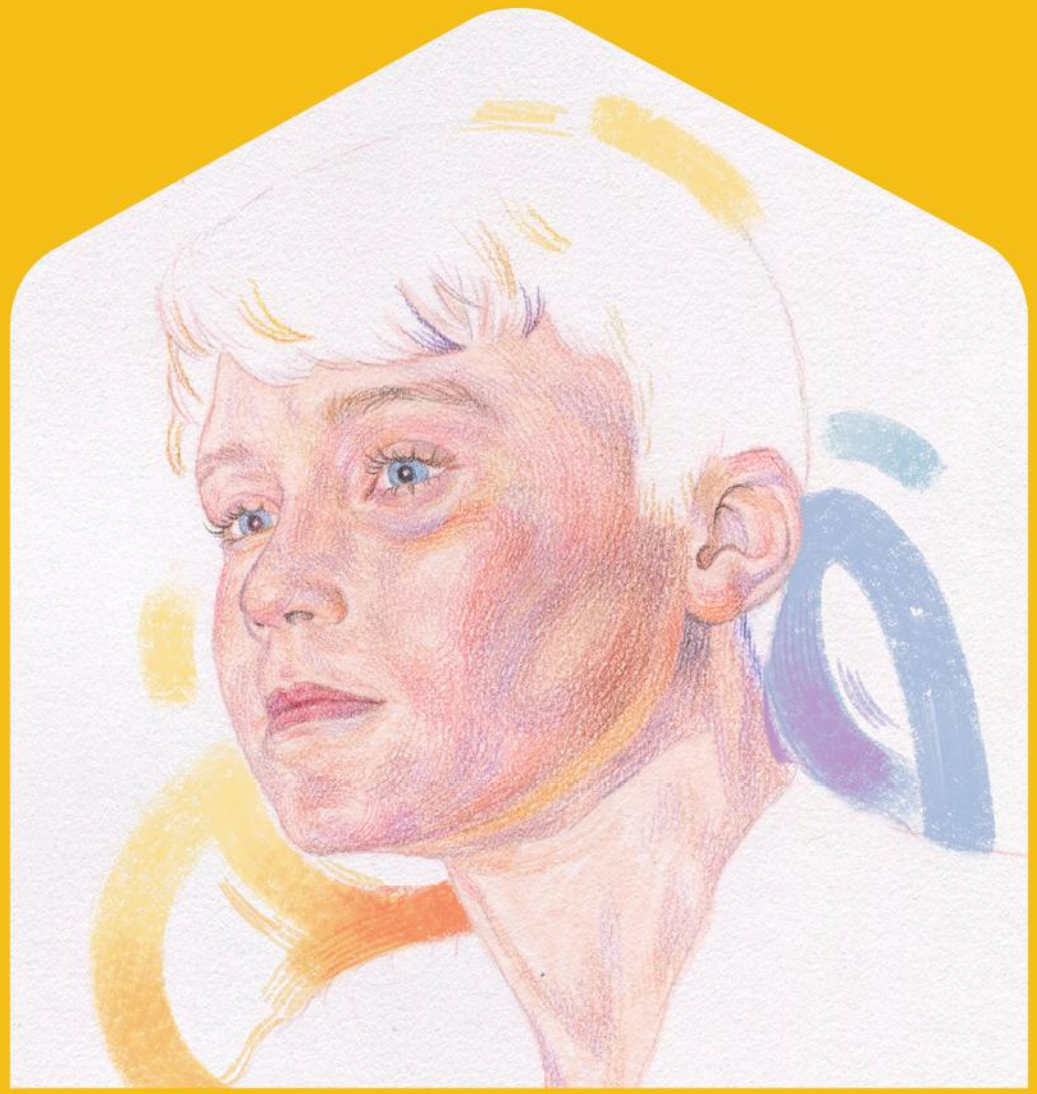
- **Maternity, adoption and shared parental leave**: 26 weeks full pay, then 26 weeks half pay.
- **Paternity leave**: 4 weeks paid.
- **Compassionate leave**: up to 5 paid days after a loss or serious illness of a loved one.
- **Neonatal care leave**: up to 12 weeks full pay for those who qualify, inclusive of statutory pay.
- **Parental bereavement leave**: 2 weeks full pay.

03 Development & wellbeing

- **24-hour support** through our Employee Assistance Programme, Wellbeing Hub and self-care resources.
- **Mentoring platform**: take part as a mentee, mentor or both.
- **Learning and growth**: People First trauma-informed training plus an annual role-relevant development plan.
- **Funded qualifications**: SVQ levels 2, 3 and 4 for appropriate roles.

04 Everyday extras

- **Health Shield**: monthly plan with GP Anytime and support towards dental care, glasses, massage and physiotherapy.
- **Save and travel**: Cycle to Work and Glasgow Credit Union offers for people in Glasgow "G" postcodes.
- **Rewards**: £100 Refer a Friend payment (conditions apply).
- **Discounts**: Blue Light Card (£4.99 for two years; 15,000+ offers) and Company Shop.
- **Live events**: enter Concerts for Carers ticket draws.



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.**