

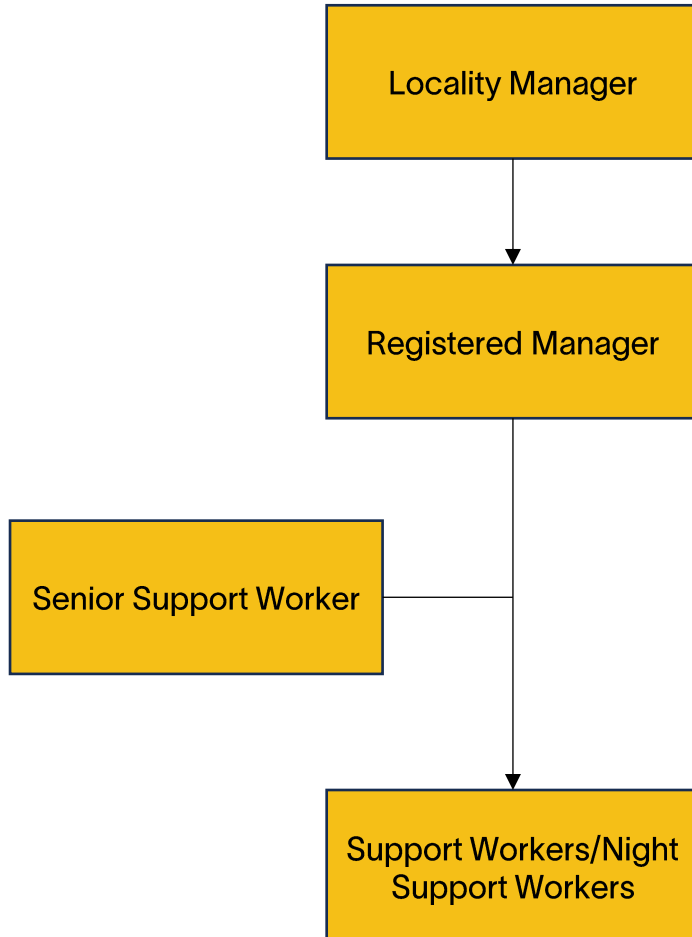
Right There

Job Pack
Registered Manager
(April 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Registered Manager



Willowgate is a short term Supported Accommodation programme in Hamilton that meets the needs of individuals, couples and families at risk of homelessness. The Registered Manager 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 Registered Manager will be responsible for providing a high-quality short term supported accommodation programme which runs 24 hours a day over 7 days. The post-holder will lead a programme team and manage the programme towards best practice, meeting expected standards, reporting on quality outcomes and implementing operational controls. You will ensure staff know and implement policies and procedures and lead programme development, actively creating opportunities for the people we support to provide feedback and contribute to the development of the programme. Provide direct support cover as required.

The Registered Manager will also be responsible for engaging with local forums and associated meetings as well as liaising with the Care Inspectorate when required.

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.

Main Role Responsibilities

Responsibility to the Programme

- Lead a Senior Support Worker and team of Support Workers to deliver a quality programme focused on the agreed service levels and outcomes for the people we support.
- Lead your line reports to implement the annual business plan for the programme
- Ensure all referrals to the service are assessed and progressed in line with the service specification and delegation across the team is timely
- Ensure that contractual obligations and the individual needs of those who we support are met by maintaining a system of regular support.
- Ensure a safe environment for the people we support, colleagues and others
- Ensure risk assessments are completed and updated.
- Model to your team and maintain trusting, trauma informed relationships with people we support within established clear professional boundaries
- Advocate on behalf of the people who we support.
- Investigate and resolve any complaints by the people we support or other external parties.
- Ensure case files are maintained, and all relevant documentation is completed to the highest standards and within agreed timescale and regularly audit the files.
- Establish and maintain local networks and work closely with external agencies such as service providers and commissioners, Community Homeless teams, Housing Benefit, landlords, support providers, health services, local authority and others as required.
- Positively represent Right There to local partnership agencies including local authority, Social Work, Housing providers and other local authority
- On call responsibility, to be on an out of hours on call rota
- Register with any required government bodies and ensure membership is updated and any attributed costs are paid on time
- Have a high standard of professional integrity with colleagues and other professionals and establish clear boundaries with the people we support.

Main Role Responsibilities

Responsibility for team management

- Recruit, induct, onboard your team and manage your people resources safely
- Develop a high performing team with focus on positive trusting and supportive relationships with your staff and peers.
- Arrange and facilitate regular team meetings and support and supervision sessions with your team, utilising best practice in performance management to ensure staff are supported to undertake their roles.
- Complete yearly appraisals and personal development plans with your staff team.
- Manage staff sickness and absence issues in conjunction with People Department.
- Investigate any issues of misconduct within the organisation.
- Ensure a safe system of work is in place for staff who are working outside office hours and in lone working situations.

Responsibility for planning, data, information and finance

- Report to the Care Inspectorate, ensuring all required reports, returns and documentation are completed and submitted within timescales
- Accountable for programme specific data collection, analysis and regular agreed reporting, compiling, Right There Key Performance Indicators (KPI) and required local authority returns, completed within agreed timescales
- Contribute to the programme Annual Business Plan and ensure the full team understand and work to the agreed objectives.
- Compile Right There Key Performance Indicators (KPIs) to support agreed delivery outcomes for the programme.
- Maintain appropriate tracking, monitoring and evaluation mechanisms for the programme , complete analysis, reporting and recommendations monthly.
- Deliver required local authority returns and reports for the programme.
- Work towards performance targets to achieve agreed results

Roles & Responsibilities

Being part of the Right There team:

- Have a high standard of professional integrity with colleagues and other professionals
- Having a detailed knowledge of other relevant services
- Engage in reflective practice.
- Be a proactive team member actively contributing to your service working collaboratively with your colleagues across the organisation.
- Strive for continuous professional development and regular reflection on the approach, caseload and evaluation outcomes with line manager and work in tandem with Right There's People First Team for support and guidance.
- Contribute to the organisations' 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, Health and Safety legislation and associated practices and liaise with the Care Inspectorate when required.
- Always apply safeguarding principles and maintain awareness of child protection and adult protection processes.

Essential skills and experience



- ✓ Qualified to SVQ 3 in Social Services and Health Care SCQF Level 7 or HNC in Social Services
- ✓ Qualified to (or willing to work towards) SVQ 4 Social Services & Healthcare SCQF Level 9
- ✓ Willing to work towards award in management certificated at or above SCQF Level 9 & mapped against the National Occupational Standards: Leadership & Management for Care Services SCQF 10 OR SVQ Care Services Leadership and Management SCQF Level 10
- ✓ Experience of leading a team within Health and Social Care with experience of working in homelessness or a similar setting
- ✓ Working knowledge of SSSC Codes of Practice and Care Inspectorate Standards as well as knowledge of current relevant legislation and policies relating to housing and social care
- ✓ Proven effective communicator both verbally and written to ensure timely reporting and provision of comprehensive reports as required
- ✓ Ability to track, analyse and report on key performance indicators
- ✓ Ability to manage staffing issues on a daily basis (performance, sickness absence, time management, etc.) to ensure staff resources meet the needs of the programme including, ability to work towards performance targets to achieve agreed results
- ✓ Ability to influence and inform good working practices supporting staff to develop skills in delivering a quality service including assessment, support planning, risk assessment and reviews
- ✓ Ability to work under pressure and meet timescales with flexibility towards working patterns
- ✓ Ability to work as part of own staff team and local management team
- ✓ Computer literate and competent with Microsoft Office software package

To have:

- ✓ Ability to travel within agreed geographical area
- ✓ Ability to respond at short notice to crisis situation

Desirable skills and experience



- ✓ Willingness to contribute to organisational training and development needs
- ✓ Ability to work collaboratively with the line manager in contributing to service reviews/inspections
- ✓ Ability to work on multi-agency basis, and encourage positive partnerships with other agencies
- ✓ First Aid Certificate
- ✓ Knowledge and understanding of housing support requirements
- ✓ Knowledge of local resources
- ✓ Counselling skills in drugs, alcohol and mental health
- ✓ Understanding of the principles of working within a Psychologically Informed Environment (PIE)

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 28-31 (£32,310 - £35,709 per annum)
Reporting to: Locality Manager

- Your normal working hours are 35 worked Monday to Friday between the hours of 9am and 5pm with one-hour unpaid break.
- 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.
- As part of this role some travel may be required to engage with other programmes across the organisation
- Annual leave entitlement of 210 hours holiday (equivalent to six weeks) pro rata per year in the first year rising to 280 hours (equivalent to eight 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

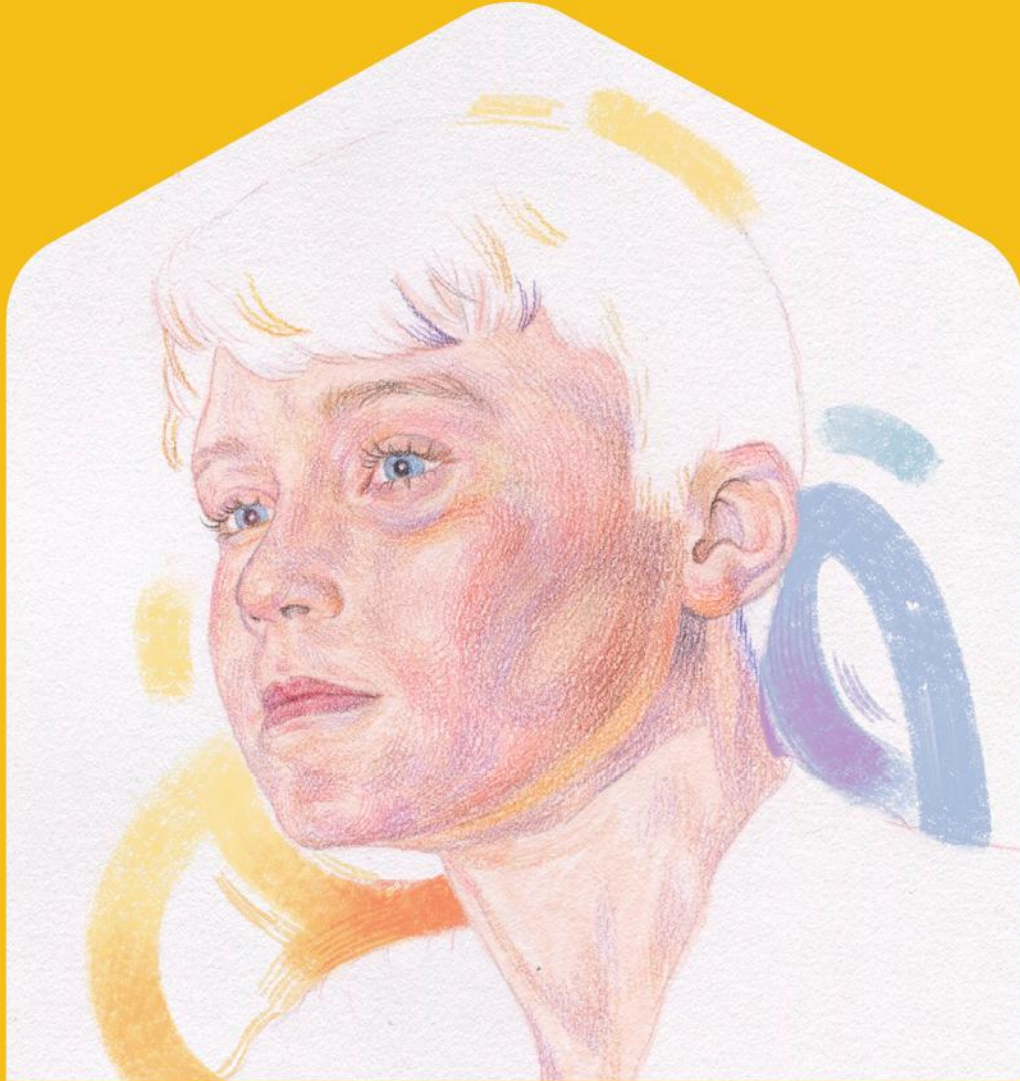
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development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