

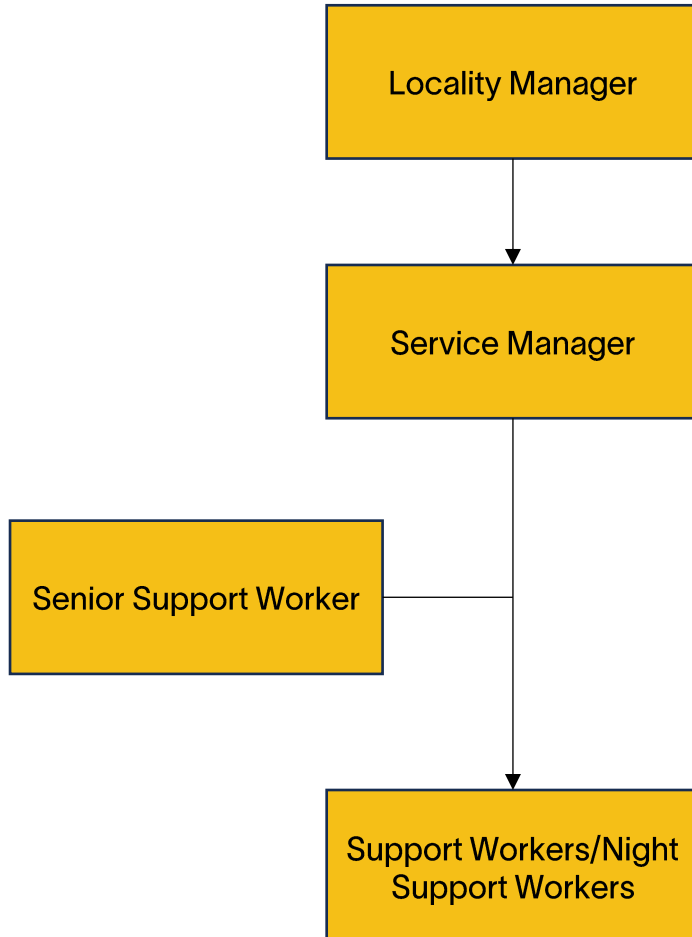
Right There

Job Pack
Senior Support Worker
(April 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Senior Support Worker



Willowgate is a short term Supported Accommodation programme in Hamilton , that meets the needs of individuals, couples and families at risk of homelessness.

The Senior Support 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 Senior Support Worker will lead a programme team to meet expected standards and quality outcomes and implement operational controls, lead programme development, and actively create opportunities for the people we support to provide feedback and contribute to the development of the programme. Liaises with the SLC team on a daily/weekly basis to discuss referrals.

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

Leading a team of support workers

- Develop positive and supportive relationships with your staff team.
- Support the Registered Manager with robust rota planning and staffing cover to ensure all working shifts are covered
- Ensure staff are using support plans to record and assess the progress of the people we are supporting.
- Ensuring person centred planning and unconditional positive regard is undertaken by staff.
- Regularly audit the files of the people we support.
- Ensure the needs of the people we support are being met by the staff.
- Ensure 'Keeping You Safe Plans' for those we support are completed and updated.
- Arrange and facilitate regular support and supervision sessions with your team members, 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.
- Have a detailed knowledge of other relevant services in the local community and establish partnerships with other agencies and the local community to be part of our inhouse activity/wellbeing programme
- Ensure a safe environment for those we support, our employees, and others, including a high standard of accommodation is provided.
- Compile Right There Key Performance Indicators (KPI) and any required local authority returns / reports.
- Lead the staff team to respond to incidents employing trauma skilled de-escalation skills, ensuring incident processes are followed to include escalation to senior management
- Review and follow up actions in incident reports
- Report all required Care Inspectorate notifications.
- Develop participation within the service from the people we support.
- Support the Registered Manager with the implementation of a weekly inhouse activity/wellbeing programme for residents
- Investigate and resolve any complaints made by the people we support.
- Investigate any issues of misconduct within the organisation.
- Represent Right There to other agencies or services including Local Authority, Social Work, Housing Services and other relevant services.

Main Role Responsibilities

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.
- Support the Registered Manager to ensure we maximise rental income, monitor rent payments and that all residents complete and submit a housing benefit application form (or equivalent) in a timely manner
- Establish clear professional boundaries with the people we support.
- Actively practicing person-centred planning and unconditional positive regard.
- Take a Psychologically Informed Environment (PIE) approach.
- Take a Harm Reduction approach to managing relationships with people who use substances
- Advocating on behalf of the people we support.
- Manage diary and time effectively to ensure that the service links people with community-based support and outreach when required
- 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

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.
- Schedule, plan, participate in and lead 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

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



- ✓ SVQ level 3 Social Services and Health Care or SCQF equivalent (or are willing to work towards)
- ✓ Possession of, or willingness to undertake, additional management supervision qualification, specifically for a supervisor of a care service .e.g. PDA Health and Social Care Supervision
- ✓ Experience of supervising/leading a team within a Health and Social Care setting or demonstration of leadership skills
- ✓ Experience of working with vulnerable people relevant to this service area
- ✓ Ability to demonstrate understanding of needs of those we support.
- ✓ Able to demonstrate experience of person-centred approach to working with people
- ✓ Ability to manage staffing issues on daily basis (performance, sickness absence, time management)
- ✓ Ability to influence and inform good working practices
- ✓ Ability to support staff to develop skills in assessment, support planning, risk assessment and reviews
- ✓ Able to demonstrate skills and experience in prioritising staff resources to meet the needs of individuals / group
- ✓ Understanding of current relevant legislation and policies relating to homelessness, housing support and social care
- ✓ Skills and ability in effective time management and working to deadlines
- ✓ Ability to compile comprehensive reports as required
- ✓ Working knowledge of SSSC Codes of Practice and Care Inspectorate Standards
- ✓ Computer literate and competent with Microsoft Office software package
- ✓ Ability to ensure the service is delivered in accordance with corporate policy and Association objectives

Desirable skills and experience



- ✓ Recognised relevant professional qualification eg Social Work, Housing
- ✓ Experience of using management information tools for social care
- ✓ 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 25-28 (£29,401 - £32,310 per annum)
Reporting to: Registered Manager

- Working hours are Monday to Sunday – worked between the hours of 8.00am to 10.00pm depending on the needs of the service. 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

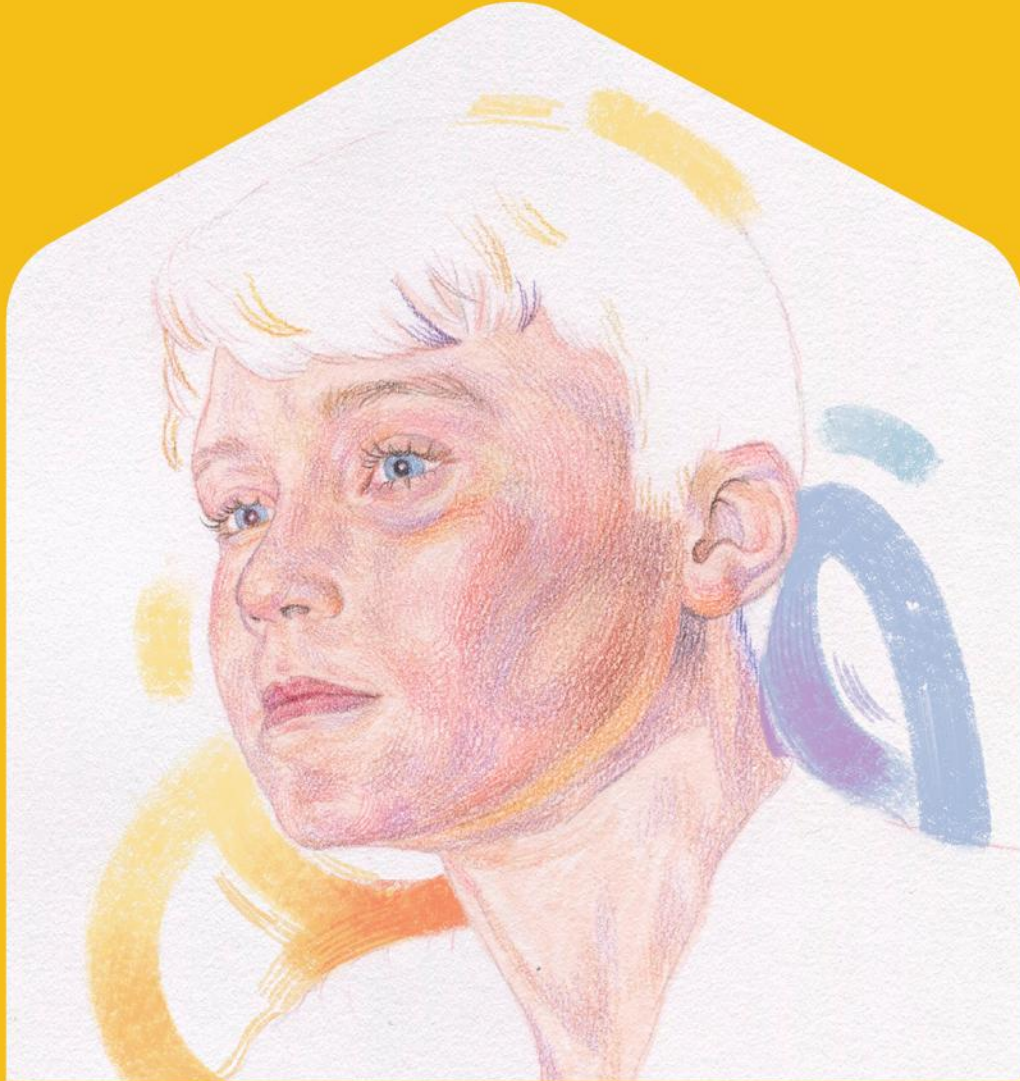
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development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