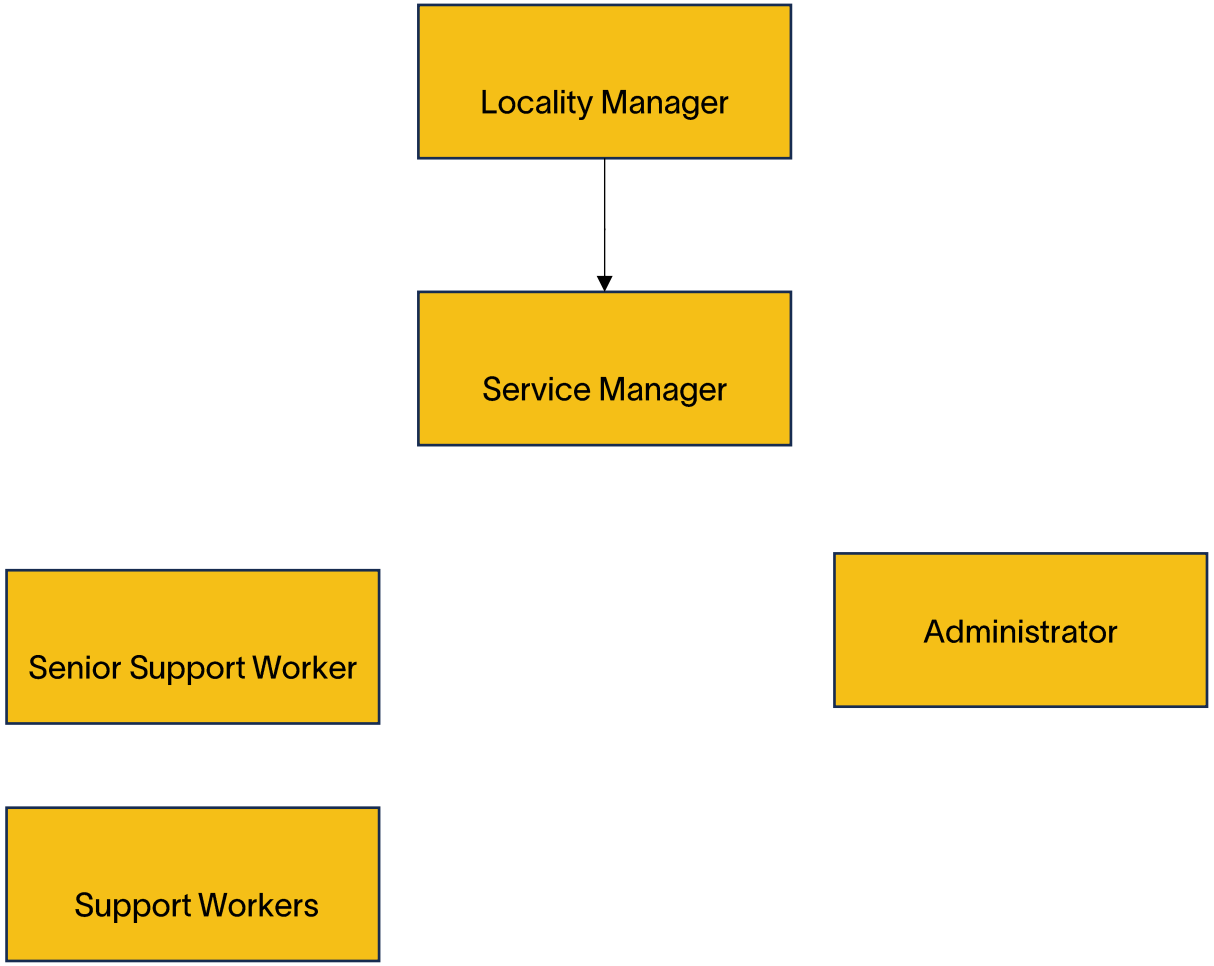
Right There

Job Pack
Support Worker
(November 2026)

Preventing homelessness, one person at a time

Job Purpose
Support Worker Outreach Edinburgh



The Support Worker is part of the Outreach Edinburgh Housing Support team programme provides support to people aged 16+ that are transitioning out of homelessness to longer term accommodation. The team also provides support to those at risk of becoming homeless.

We offer a variety of supports, depending on what each individual person needs, we understand that everyone has had a different journey, and we aim to build relationships built on trust to help people build resilience and self-worth.

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

Responsibility to the People we Support:

- Actively practicing person-centered support planning, unconditional positive regard and taking a Psychologically Informed Environment (PIE) approach
- Arranging and facilitating key work meetings to develop and review support plans in collaboration with the people we support to meet their individual needs
- Developing life skills with the people we support including how to maximise income, budgeting, shopping, cooking, home maintenance & repair and any other skills that aid to independence.
- Assisting the people we support in their transition from temporary accommodation to permanent housing.
- Providing advice on a range of subjects including housing options and welfare benefits.
- Assisting the people we support to engage and integrate into the local community and become active citizens
- Having detailed knowledge of other relevant programmes and signposting or referring the people we support
- Establish clear professional boundaries with the people we support.
- Compiling and reviewing keeping yourself safe plans of those we support.
- Promoting involvement in the improvement and development of the programme by the people we support.
- Provide the required support with focus on ‘customer service’ and a People First person centred approach to the people we support providing a culture where the people we support are treated with compassion and unconditional positive regard
- Develop good communication skills and working relationships with those we support, colleagues and other professionals
- Advocate on behalf of the people we support
- Support the people to be part of their local community
- Ensure the people we support are aware of service provision and signposted or referred to other agencies as appropriate
- Assist those we support with housing benefit form, maximising income and any other relevant support

Main Role Responsibilities

Responsibility to the programme:

- Sourcing referrals to the programme to ensure contract outcomes are achieved.
- Positively represent Right There to local partnership agencies including local authority, Social Work, Housing providers and other local authority
- Maintain case files and ensure all relevant documentation is completed to the highest standards and within agreed timescales
- Accurately record matters relating to the people we support and report as appropriate through the development of support plans and case notes
- Have a high standard of professional integrity with colleagues and other professionals.

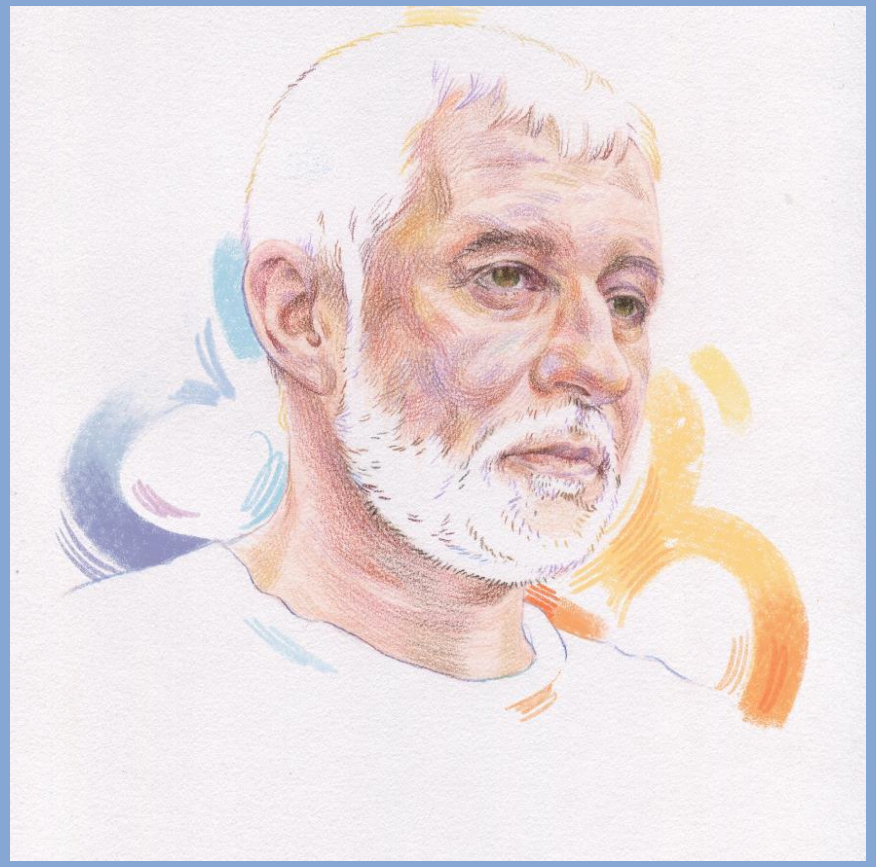
Being a part of the Right There and Foursquare team:

- Be a proactive team member actively contributing to your service working collaboratively with your colleagues across both organisation.
- Have a high standard of professional integrity with colleagues and other providers always upholding clear professional boundaries.
- Work towards performance targets to achieve agreed result
- Participate in training and reflective practice, share your learning experiences, strive for continuous personal and professional development
- 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 & Foursquare Policies and Procedures, Scottish Social Programmes Council (SSSC) Codes of Practice, Health and Social Care Standards (My Support, My Life), Health and Safety legislation and practices
- Always apply safeguarding principles and maintain awareness of child protection and adult protection processes.
- Register with any required government bodies and ensure membership is updated and any attributed costs are paid for

Essential skills & experience

WHAT YOU MUST BRING

- ✓ Qualified to SVQ Level 2 H&SC or SCQF equivalent or working towards attainment
- ✓ Knowledge of current relevant legislation and policies relating to housing and homelessness
- ✓ Knowledge of Housing and other benefits
- ✓ Demonstrable communication skills
- ✓ Skills and ability in effective time management, managing a caseload and working to deadlines
- ✓ Ability to ensure the service is delivered in accordance with corporate policy and Right There objectives
- ✓ Knowledge of local resources and programmes
- ✓ Computer literate and competent with Microsoft Office Software package
- ✓ Flexibility with regards to working patterns
- ✓ Experience of deescalating potential conflict situations
- ✓ Ability to apply robust recording and record keeping to case files in line with organisational policy
- ✓ Ability to understand and consider the views, concerns and needs of others when taking action
- ✓ Awareness of First Aid/ or Certificated
- ✓ Experience of working in a similar environment
- ✓ Awareness on Drugs, Alcohol and Mental Health and impact this has on people
- ✓ Knowledge of adolescent development and the impact of trauma
- ✓ Knowledge of safeguarding and working within child protection and adult protection policies and procedures.
- ✓ Understanding and respecting the importance and limits of confidentiality



Desirable knowledge

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

- ✓ Knowledge of Psychologically Informed Environments (PIE) within the work place
- ✓ Awareness of issues facing young people seeking asylum in the UK
- ✓ Experience of crisis work with vulnerable people

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

- → Working hours are worked Monday to Friday and flexibly between the hours of 09.00am and 5.00pm depending on the needs of the service, with 1-hour unpaid break.
- → Your core place of work will be Pilton Community Health Project, 73 Boswall Parkway, Edinburgh, EH5. You are also required to work in the local community, travel expenses are paid between your usual place of work and appointments undertaken in the course of your duties. Home working is an 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.
- → 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 the auto enrolment 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.

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

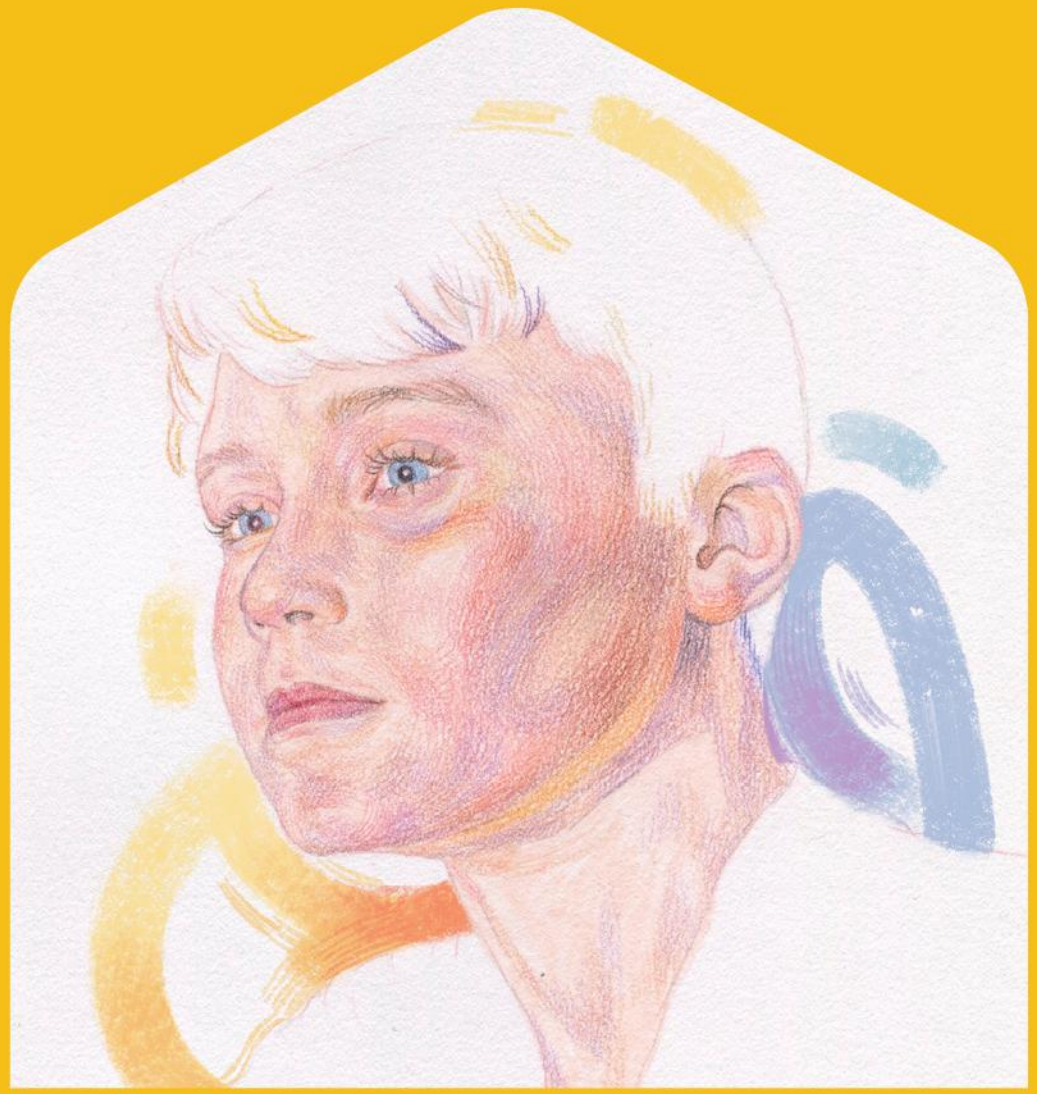
- **Maternity, adoption and shared parental leave**: 26 weeks full pay, then 26 weeks half pay.
- **Paternity leave**: 4 weeks paid.
- **Compassionate leave**: up to 5 paid days after a loss or serious illness of a loved one.
- **Neonatal care leave**: up to 12 weeks full pay for those who qualify, inclusive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