

Right There

Job Pack

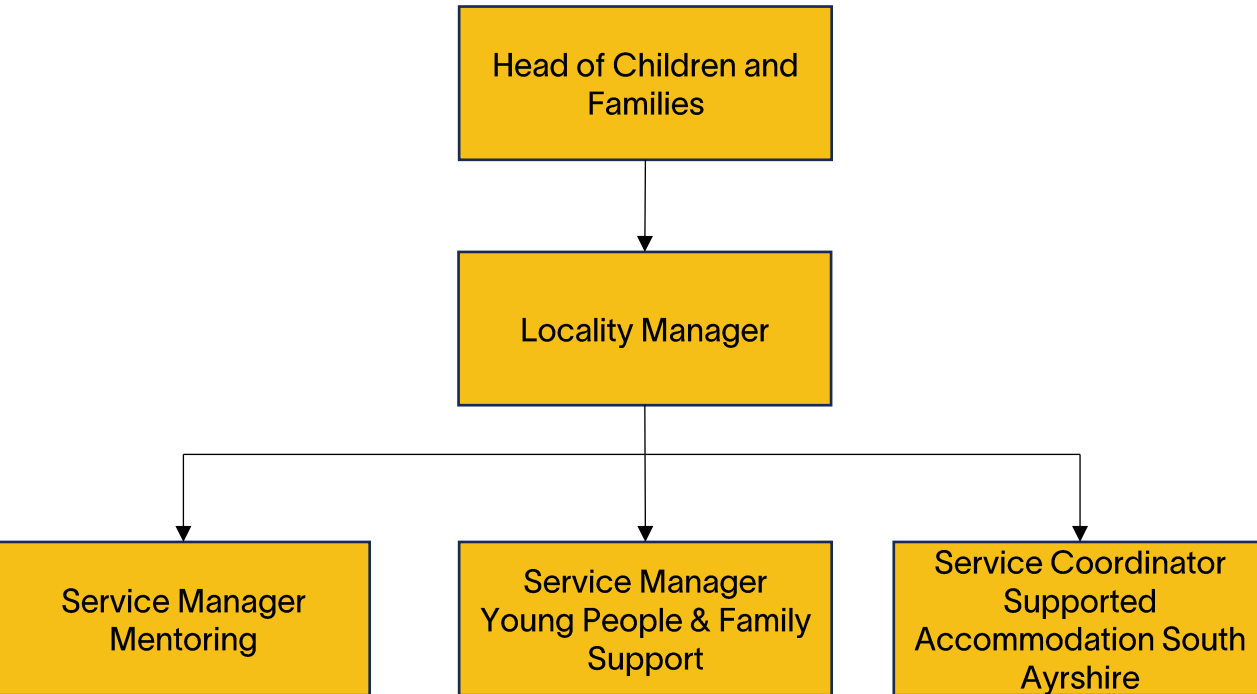
Locality Manager Children
and Families Glasgow and
West

(June 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Locality Manager



This new Locality Manager position will work alongside the Head of Children and Families to support the management and development of our Children and Families programmes in Glasgow and West including;

- Young People Family Support - part of Glasgow's Intensive Family Support Service.
- Our Mentoring programme– working with young people in kinship care or who are care experienced, and adults across our all of programmes.
- South Ayrshire Supported Accommodation – providing holistic support for care experienced young people age 16-25.

The post holder will lead the strategic implementation and operational management of Right There's Glasgow and West Children and Families programmes.

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.

Roles & Responsibilities

1. Service Management

- Directly manage delivery of the Glasgow and West children and families programmes.
- Lead service delivery in line with Right There's aims, values and strategic objectives
- Lead service in line with agreed qualitative based outcomes, robust operational controls, and best practice legislation and guidance such as; UNCRC, The Promise and GIRFEC
- Represent Right There's interests in all matters and act in accordance with our values and principles
- Responsibility for taking a Psychologically Informed Environment (PIE) approach to programming whilst adopting Right There's Theory of Change approach
- Champion the rights of those we support taking responsibility for ensuring they are treated with compassion and unconditional positive regard; focusing on their strengths and aspirations whilst working within clear professional boundaries
- Ensure robust person-centred planning is at the heart of delivery with maintained and accurate support plans recording SMART outcomes.
- Accountable for planning and prioritising competing tasks whilst remaining flexible to respond to crises.

2. Strategic Management

- Responsibility for service development and excellence leading on the collation and implementation of the annual business plan
- Take ownership for growth of services under responsibility
- Investigate new opportunities aligned to and/or supporting existing service provision
- Support leadership and senior management colleagues with developing new service proposals and tenders of new and existing activity.
- Proactively contribute to the organisation's development and improvement through participation in key projects
- Investigate and resolve complaints as required for the organisation.

3. People Management

- Lead the Glasgow and West teams with a focus on staff development and quality assurance.
- Lead the teams to deliver our strengths-based People First Approach
- Work in partnership with Right There colleagues; promote clear and singular communication
- Embrace a positive working culture working collaboratively, promoting inclusiveness, cooperation, trust and open exchange of ideas to fulfil Right There's strategic aims supporting line managers and delivery staff to do likewise.
- Build your team taking responsibility for recruitment, induction and performance using support and supervision and appraisal tools.
- Responsibility for the learning and continued professional development of yourself and your teams, actively encouraging reflective practice for team learning
- Be accountable for a safe environment for employees and those people what we support through applying Health and Safety legislation and practices.

4. Data and Performance

- Accountable for service specific data collection, analysis and regular agreed reporting
- Deliver on service performance, using KPI data to support decision making and planning for current programmes.
- Analyse both external and internal data/information to support future growth, development and planning
- Lead and support new initiatives and the development and implementation of policies, procedures and guidelines.

5. Compliance

- Responsible for upholding the Scottish Social Services Council (SSSC) Codes of Practice and Health and Social Care Standards within your programmes.
- Register with any required government bodies and ensure membership is updated and any attributed costs are paid for.
- Ensure that all Care Inspectorate, required reports, returns and documentation are up to date, submitted and complete.

6. External stakeholders

- Lead and develop strong working partnerships with external agencies, promoting Right There's work
- Lead the Glasgow and West services in partnership with key commissioners involved in service review and reporting.
- Represent Right There to other agencies or services including Local Authorities, Social Work, Housing Services and other relevant services and bodies
- Take the lead in service delivery matters as they apply to the Care Inspectorate, building positive working relations with respective Inspectorate staff.

7. Finance and Resource Management

- Responsible for compiling and managing the approved annual budgets
- Ensure services operate within financial parameters and targets
- Lead and peer support staff in their understanding and responsibilities in development of budgets and managing resources.
- Responsible for identifying and securing local grant and associated funds that supports activities within services

Essential skills and experience



- ✓ Qualified to SVQ Level 3 in Health and Social Care, SCQF Level 7 or HNC in Social Services
- ✓ Qualified to (or willing to work towards) SVQ 4 in Health and Social Care and SVQ 4 in Management, or SCQF equivalent
- ✓ Knowledge of current relevant legislation, policies and strategies relating to housing, social work, social care and family support services
- ✓ Experience in building, leading and managing a team utilising effective coaching and people management
- ✓ Performance management and quality assurance
- ✓ Knowledge and experience of working to Care Inspectorate Standards
- ✓ Ability to lead and take ownership and accountability for a programme.
- ✓ Proven effective communicator
- ✓ Ability to build strong professional relationships both within the organisation and externally
- ✓ Proven ability in effective planning, prioritisation and organisation
- ✓ Computer literate and competent with Microsoft Office software package
- ✓ Ability to ensure the service is delivered in accordance with corporate policy and objectives
- ✓ Knowledge of local services and resources
- ✓ Ability to travel within agreed geographical areas
- ✓ Driving license and access to a car for work purposes. (please note employees must hold insurance that covers both business and domestic use)
- ✓ Ability to respond at short notice to crisis situations

Desirable Knowledge



- ✓ Management experience in Third Sector/ Not-for-Profit organisations providing social care and support services
- ✓ Recognised relevant professional qualification e.g. Social Work/Housing
- ✓ Experience of using management information tools for social care
- ✓ Understanding of the principles of working within a Psychologically Informed Environment (PIE)

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 36-39 (£40,700 - £44,436 per annum)
Reporting to: Head of Children and Families

- Working hours are 35 per week worked Monday to Friday between the hours of 09.00 am and 5.00pm, with 1-hour unpaid break.
- Your core place of work will be 15 Dava Street, Glasgow, G51 2JA. This role will be based in the office a minimum of 3-days per week. As part of this role some travel will be required to engage with the programmes across Children and Families
- 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

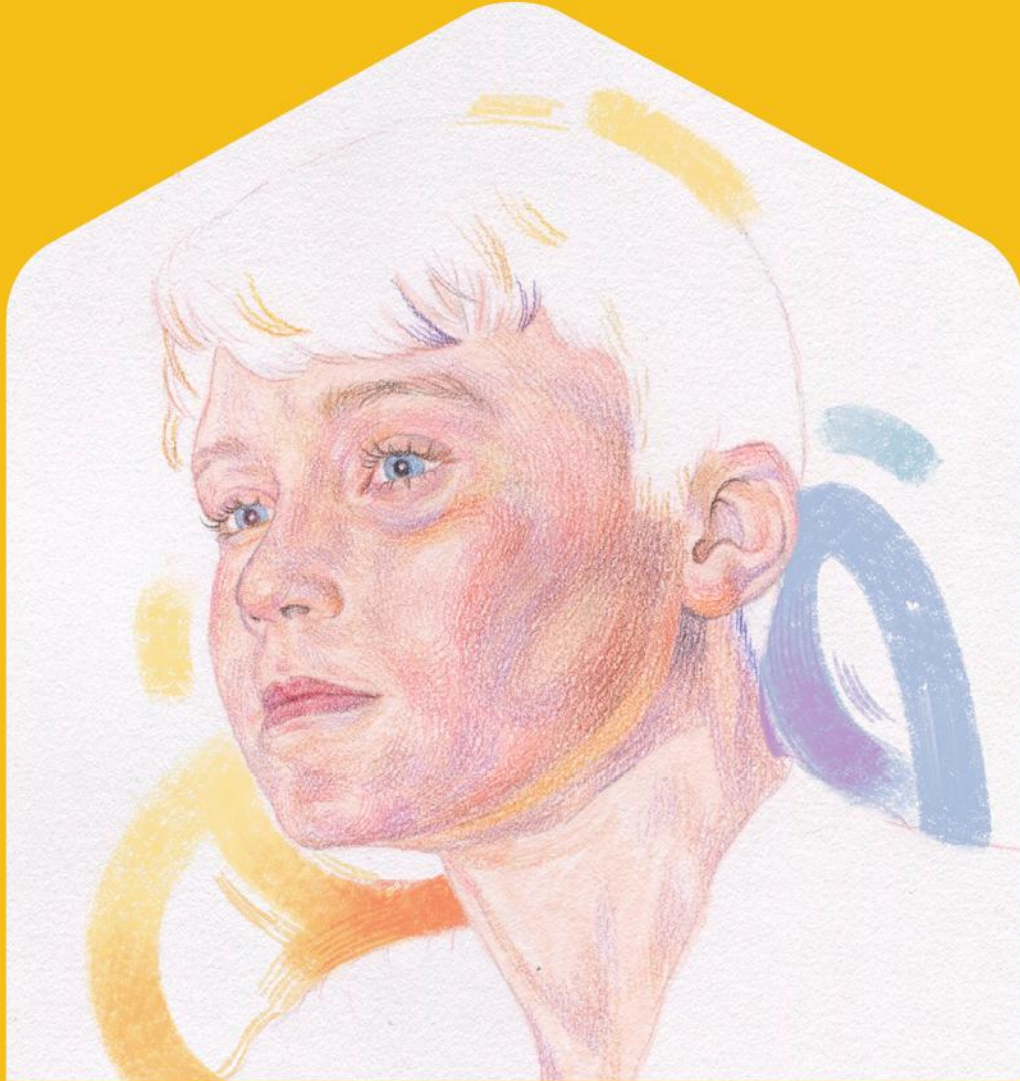
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development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

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Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**