

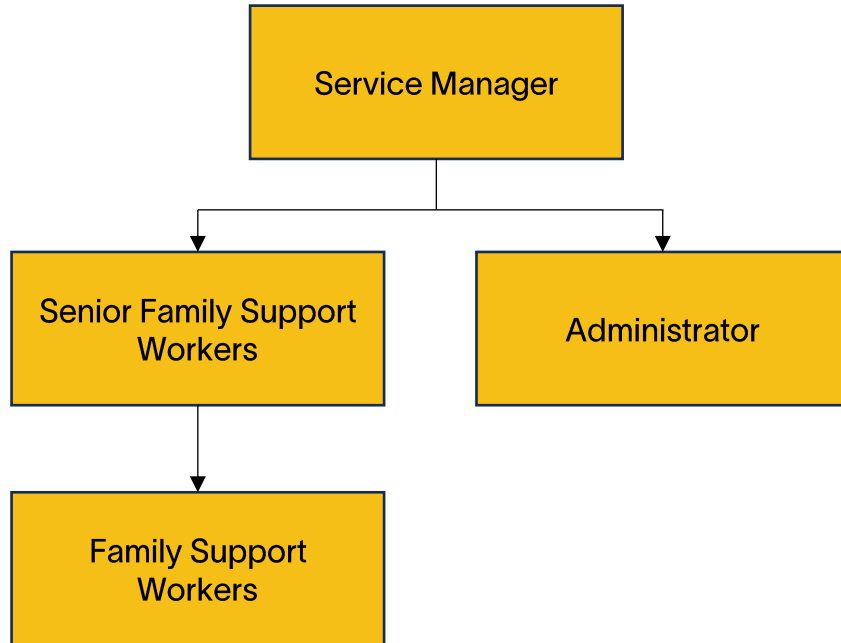
Right There

Job Pack
Family Support Worker
(October 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Family Support Worker



Our team provides flexible intensive family support that enables children and young people on the edges of care, and their families, to receive the right support at the right time, building on their strengths and reducing the need for statutory supports. A key part of this role will be working in partnership with the Health and Social Care Partnership (HSCP) and other family support providers as part of the GIFSS (Glasgow Intensive Family Support Service) model by sharing resources, learning and creating solutions that help children, young people and families to thrive.

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

- Develop good communication and working relationships with children and families, colleagues and other professionals
- Work alongside all immediate family members and extended family/support network as required
- Advocate on behalf of children and families
- Support children and families in the local community
- Represent Right There to local partnership agencies including Local Authority, Social Work, Housing Programmes and other relevant bodies
- Provide appropriate levels of high-quality support to families in their homes and community
- Use a flexible approach so that families receive support whenever is best for them 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 and consistently assess progress across all outcomes for all family members
- Plan, implement and continuously develop packages of tailored interventions for families to meet the needs of the individual child, their parent(s)/carer(s), siblings and wider family network. Including: practical support; parenting education and support; and emotional health and wellbeing, as well as other factors that are unique to that family
- Assist individuals accessing the Programme to engage and integrate into their local community and become active citizens.
- Undertake whole family assessments that focus on strengths and continuous assessment of progress towards outcomes for all family members

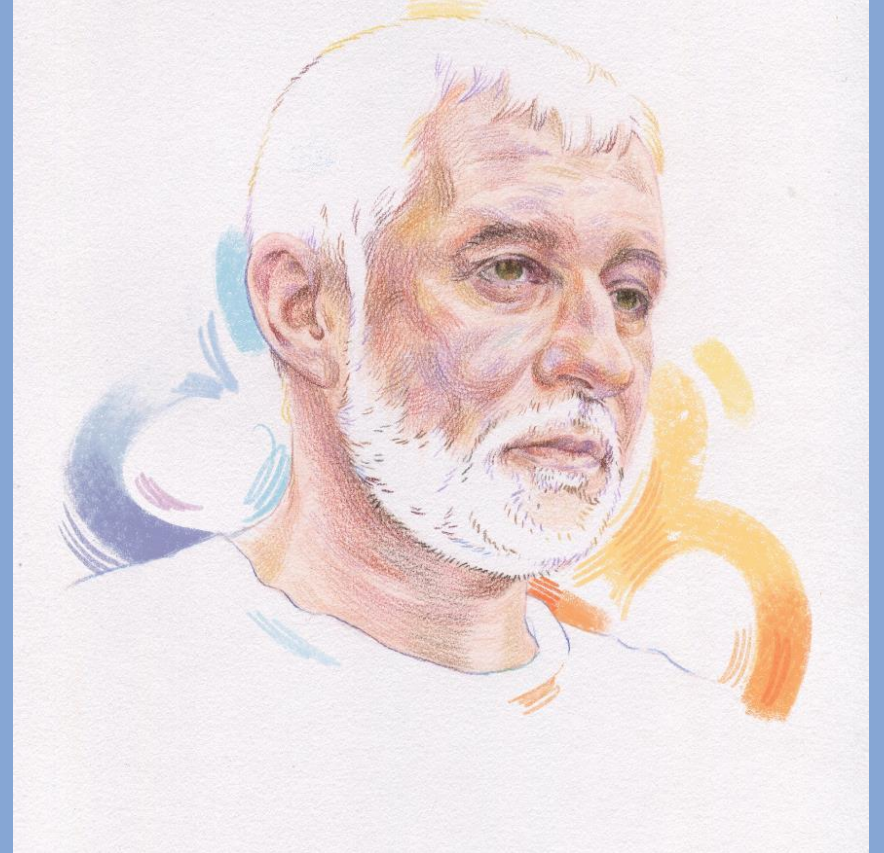
Main Role Responsibilities

- Have comprehensive local knowledge of other relevant Programmes and support family members to access these
- Commit to ensuring that that all support provided is Right There's approach to ensuring a Psychologically Informed Environment
- Adopt a person-centred approach and participate in reflective practice
- 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 the UN Convention on The Rights of The Child
- Encourage and promote people accessing the Programme to be involved in improvement and development of the Programme.
- Actively contribute to your Programme and the organisation's development and improvement.
- Participate in 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.
- Promote and represent Right There Programmes positively.
- Strive for continuous personal and professional development
- Engage with any organisational initiatives or working groups such as NHS Healthy Working Lives, Investors In people etc.
- 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 for example SVQ 2 Social Services and Healthcare (Children and Young People) relevant HNC or equivalent.
- ✓ Experience of working with children, young people and families facing challenges and on the edges of care.
- ✓ Understanding of current relevant legislation and policies relating to children, young people and families, including 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 prioritizing 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.



Desirable knowledge

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

- ✓ Skills and ability in effective time management and working to deadlines.
- ✓ Ability to compile comprehensive reports as required.
- ✓ Flexibility with regards to working patterns.
- ✓ Ability to travel within agreed geographical area.
- ✓ Ability to respond at short notice to crisis situations.

Role Details

Contract: Full time, fixed term, 35 hours per week.
Salary: SCP 21-24 (£26,231 - £28,532 per annum)
Reporting to: Senior Family Support Worker

- Your normal working hours are an average of 35 per week. These hours will be worked between the hours of 8am and 10pm, Monday to Sunday, in shifts which are defined by your line manager on a rolling rota, over a 52-week period.
- Your core place of work will be 15 Dava Street, Glasgow, G51 2JA. You are also required to work in the local community, and you will be paid travel expenses between your usual place of work and appointments undertaken in the course of your duties. Alternatively, you may choose to work remotely from your home address where appropriate. Working arrangements must be agreed with your 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.

03 Development & wellbeing

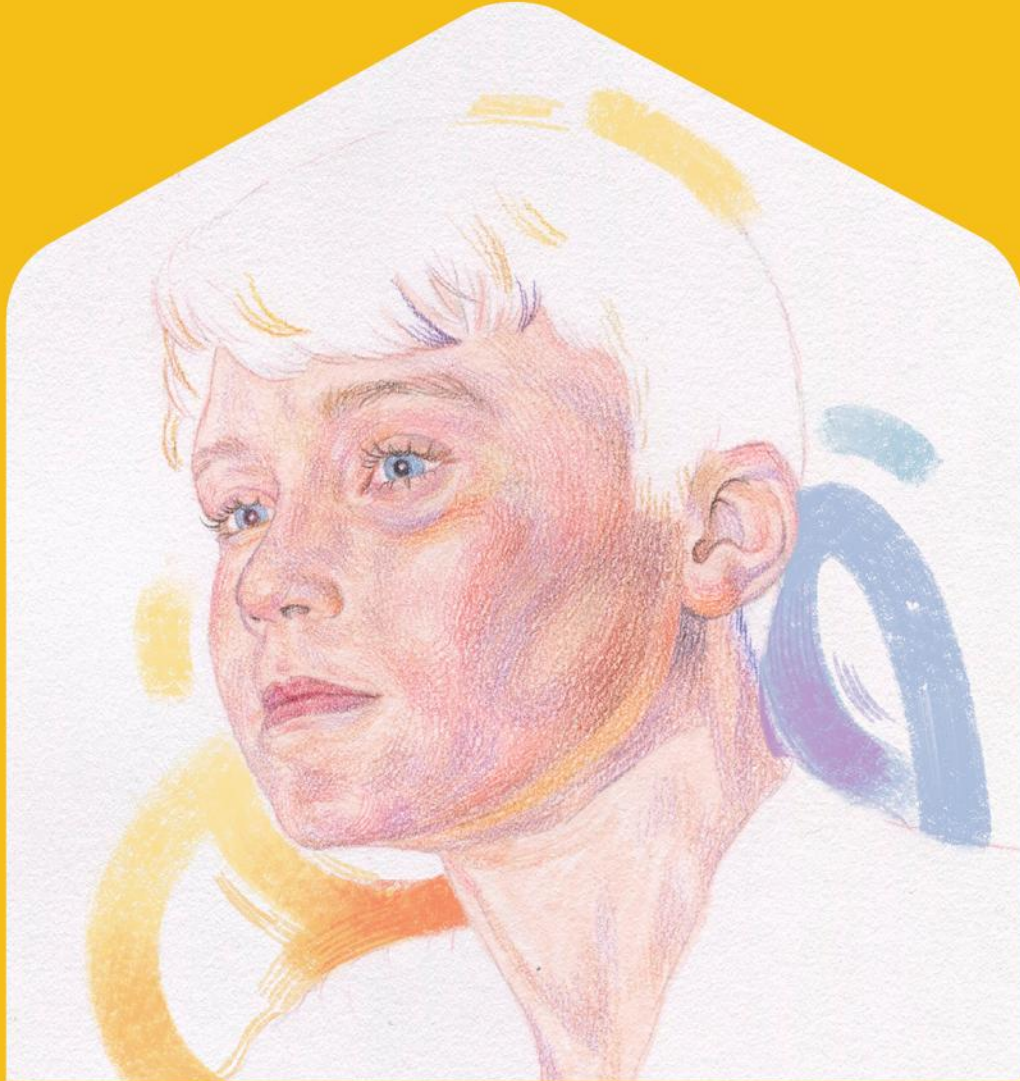
- **24-hour support** through our Employee Assistance Programme, Wellbeing Hub and self-care resources.
- **Mentoring platform:** take part as a mentee, mentor or both.
- **Learning and growth:** People First trauma-informed training plus an annual role-relevant development plan.
- **Funded qualifications:**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

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.

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.**