

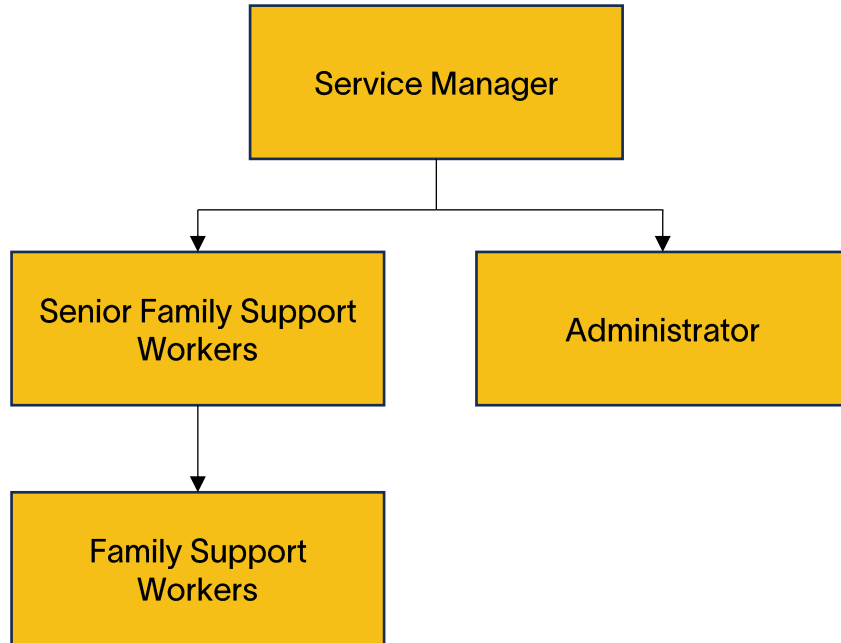
Right There

Job Pack
Family Support Worker
Young People and Family
Support Service
(February 2025)

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 Glasgow Intensive Family Support Service model by sharing resources, learning and creating solutions that help children, young people and families to thrive.

What does our team say?



Joining the Young People and Families team in March 2024 was such a great decision for me as I have such a passion for supporting families in achieving their goals. In this role I can bring all my knowledge and skills to the table.

The experience has been incredibly rewarding allowing me to walk alongside families on their journeys and to just witness their growth firsthand. Despite the intensity of the role, the supportive staff at Right There prioritise our wellbeing ensuring that we have the necessary support to thrive in our work.

I've had many opportunities for training enhancing my knowledge and personal development, this has allowed me to offer more support confidently. Having the opportunity to also do partnership working and having community connections enhances my ability to serve families effectively.

Toni Porter
Family Support Worker

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

- 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 and experience



- 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.

Essential skills and experience



- 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, permanent, 35 hours per week.
Salary: SCP 19-22 (£24,252 - £25,961 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. Deductions will be taken from your salary in the month you will complete 3-months of employment
- 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.
- Real Living Wage employer.
- 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 after 3-months, 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

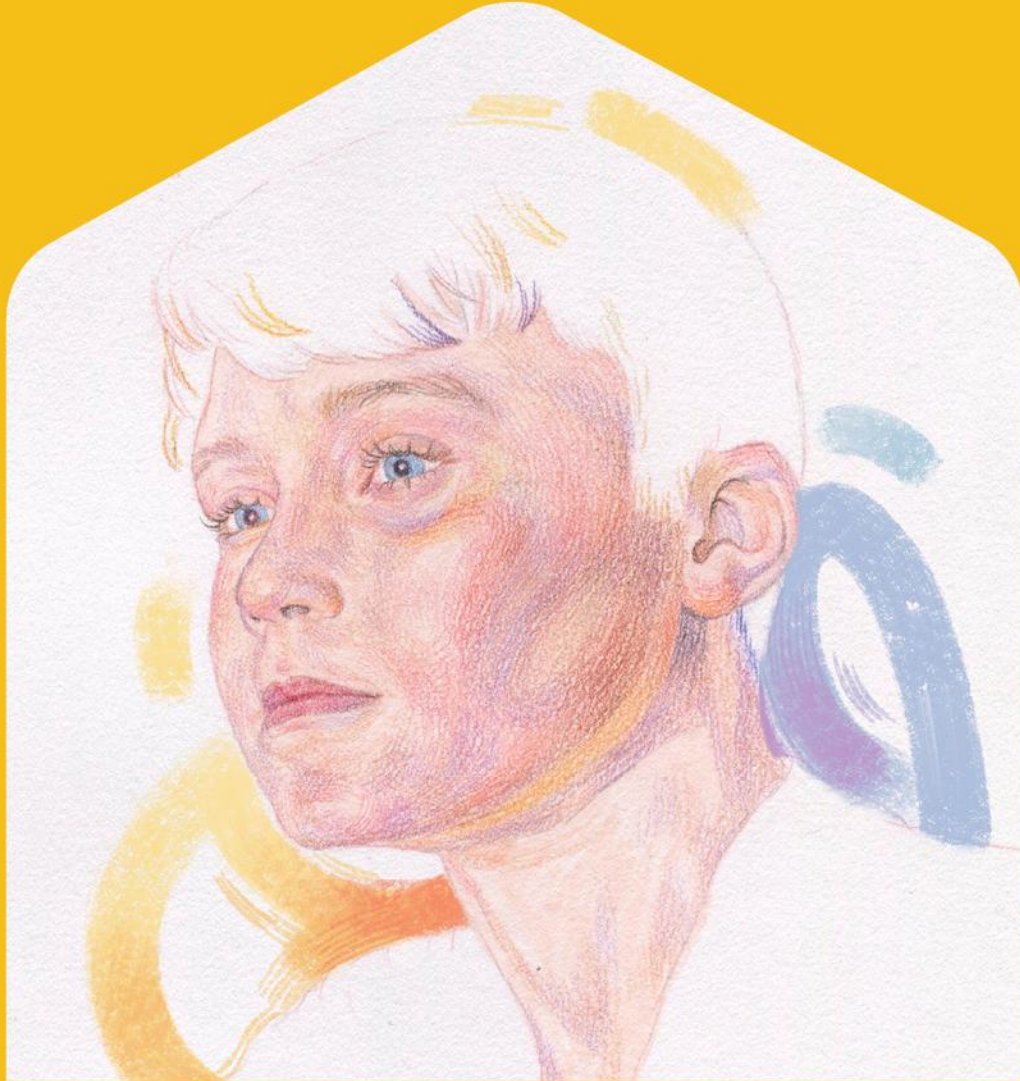
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development 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 and 3 qualifications.

Enhanced benefits

- Enhanced maternity, adoption and shared parental leave with 12 weeks full pay and 12 weeks half pay.
- Enhanced paternity pay at 2 weeks full pay.
- 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.
- 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.**