

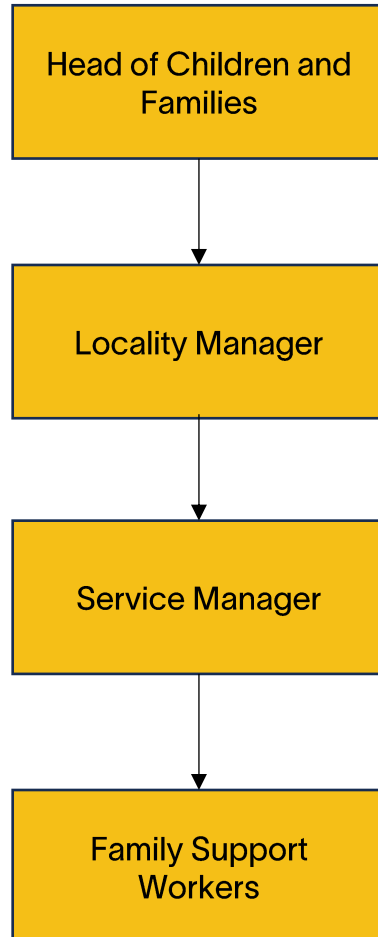
Right There

Service Manager- Young
People and Family Support
Highland
(August 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Service Manager



As part of our new Highland wide Intensive Family Support Service, our team provides flexible intensive family support working with young people aged 12 to 18 who are at risk of criminal exploitation, or who are at risk of being accommodated away from their families.

We work intensively over 12 weeks to support young people and their families, ensuring they receive the right support at the right time, building on their strengths and reducing the need for statutory supports.

We work across the Highlands in close partnership with Social Work, Police and Education to provide multi-agency, wrap around support for young people and their families, keeping them safe and together.

The Service Manager will lead and manage the Intensive Family Support Service team Highland Wide, contribute to the ongoing development and growth of the service, in line with the needs of the children and families we serve and ensure all support is delivered to a high standard.

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

Relationships

- Develop positive and supportive relationships with your team of staff and volunteers.
- Lead by example and act as a role model to Right There staff and volunteers to demonstrate responsibility and accountability
- Develop positive, respectful and compassionate relationships with the children and families we serve, focussing on their strengths and aspirations as individuals.
- Develop strong relationships with the various funders connected with our children and families support services.
- Develop new, and sustain existing, partnerships with external agencies, especially Social Work, Education, Health and a range of voluntary sector agencies.
- Have a high standard of professional integrity with colleagues and other professionals.
- Establish clear professional boundaries with the people we support.

Practice and Service Delivery

- Providing support and leadership to your team of staff and volunteers within the Children and Families service.
- Adopting a creative approach to managing difficult and complex situations and guiding your team during periods of challenge.
- Ensuring children and families receive a high standard of flexible support based on their individual needs.
- Ensuring GIRFEC principles underpin all support offered, with children and families at the heart of the process.
- Ensuring children and families are involved in the ongoing development and improvement of the service.
- Taking a Psychologically Informed Environment (PIE) approach to service delivery.
- Ensuring sound child protection and safeguarding protocols are in place and followed.
- Developing protocols and liaison with external agencies such as Social Work, Education, Health, local authorities and any other agencies as required.
- Ensure the service is delivered to agreed specifications through effective engagement with children and families, funders, referrers and other key stakeholders.
- Investigating and resolving any complaints made by the children and families we serve or any other relevant parties.
- Arranging and facilitating regular support and supervision sessions with your team members, utilising best practice in performance management to ensure staff are supported to undertake their roles.
- Compiling Key Performance Indicators (KPI) and any required funder reports are completed within agreed timescales.
- Ensuring services work within budget and that funding streams are maximised.
- Compiling an Annual Review and Improvement Plan, highlighting the impact the service has had on the children and families we service and the local community.
- Investigating any issues of misconduct within the organisation.
- Providing cover for on-call rota as and when required

Main Role Responsibilities

Personal and Organisational Development

- Actively contribute to your service and the organisations development and improvement.
- Facilitate 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 Ypeople services positively.
- Strive for continuous personal and professional development.
- Engage with any organisational initiatives or working groups

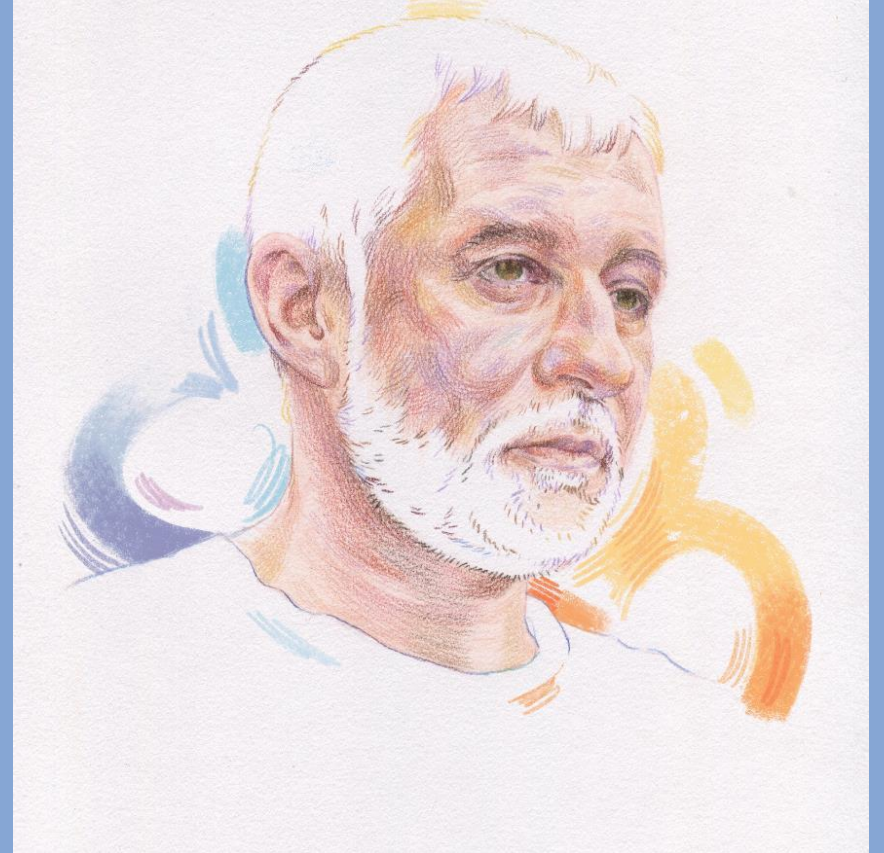
Policies and Procedures

- Understanding of Right There's policies and procedures.
- The UN Convention on the Rights of the Child.
- The Children and Young People (Scotland) Act 2014.
- The Getting it Right for Every Child (GIRFEC) framework.
- Scottish Social Services Council (SSSC) Codes of Practice.
- Health and Social Care Standards.
- Health & Safety legislation and practices including lone working practices.
- 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 4 in Social Services and Health Care or SVQ 4 in Social Services (Children and Young People) and SVQ 4 in Management, or SCQF equivalent
- ✓ Management experience in a Third Sector not-for-profit organisation providing support to children and families.
- ✓ Working knowledge of current relevant legislation, policies and strategies relating to the wellbeing and safeguarding of children and young people, including the UN Charter on the Rights of the Child (UNCRC); the Getting it Right for Every Child (GIRFEC) Framework and the Children and Young People (Scotland) Act 2014
- ✓ Working knowledge of social work, child protection and safeguarding policies and protocols and experience of directly responding to child protection concerns.
- ✓ Knowledge and understanding of key issues facing children and families in Scotland today.
- ✓ Experience of liaising with funding organisations and delivering services to required specifications.
- ✓ Experience in effective coaching, training and people management.
- ✓ Experience of effective service planning, performance management and quality assurance.
- ✓ Experience of managing a service and supervising staff



Desirable knowledge

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



Relevant professional qualification e.g. Community Development, Social Work, Counselling, Psychology

Experience of delivering services for care experienced children and young people

Knowledge of the findings and recommendations within the Independent Care Review (2018)

Knowledge and experience of working to Care Inspectorate Standards

Understanding of Psychologically Informed Environment principles and how they shape practice.

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 31-34 (£35,709 - £38,896 per annum)
Reporting to: Locality Manager

- Working hours are 35 per week worked Monday to Friday between the hours of 09.00 am and 5.00 pm with 1-hour unpaid break.
- Your core place of work will be 34 Station Square, Inverness, IV1 1LE
- 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

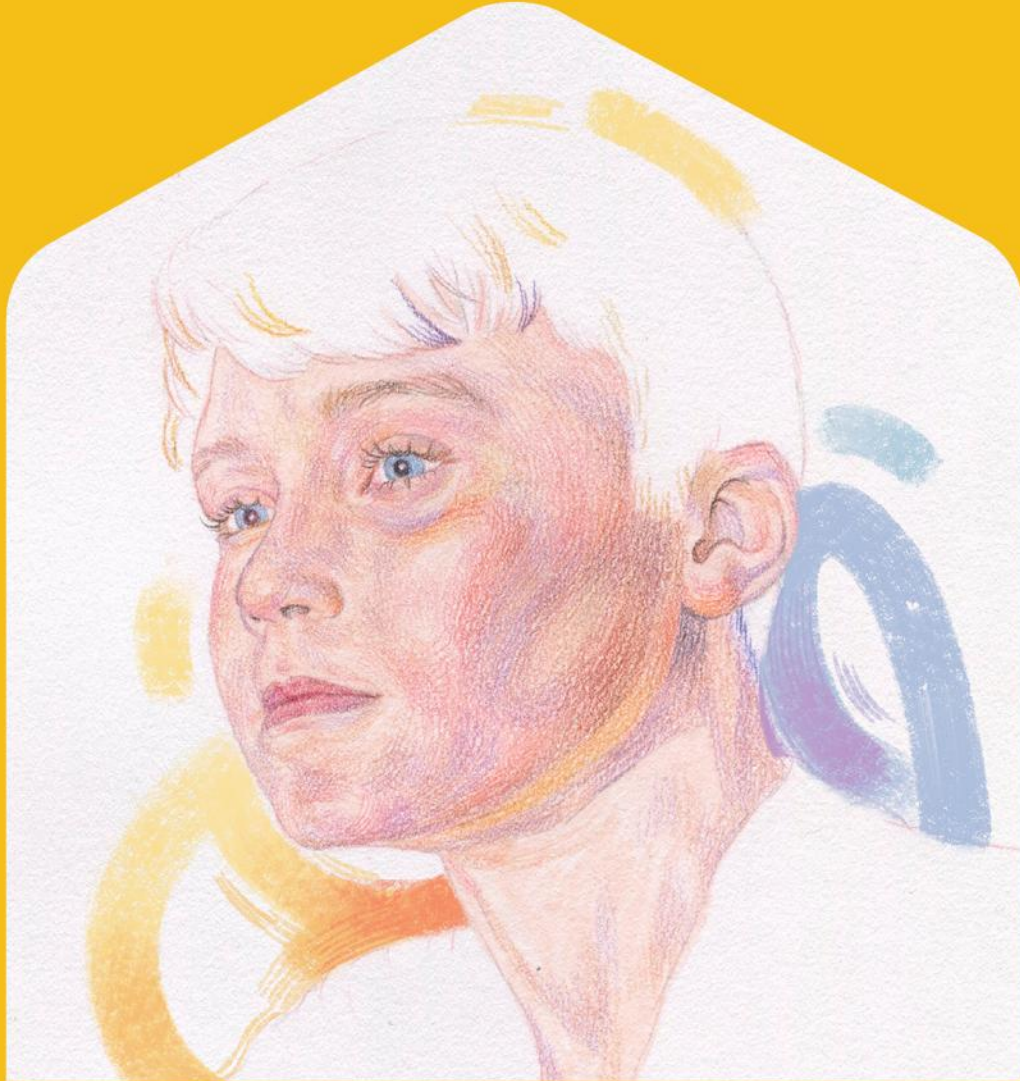
- **24-hour support** through our Employee Assistance Programme, Wellbeing Hub and self-care resources.
- **Mentoring platform:** take part as a mentee, mentor or both.
- **Learning and growth:** People First trauma-informed training plus an annual role-relevant development plan.
- **Funded qualifications:**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