

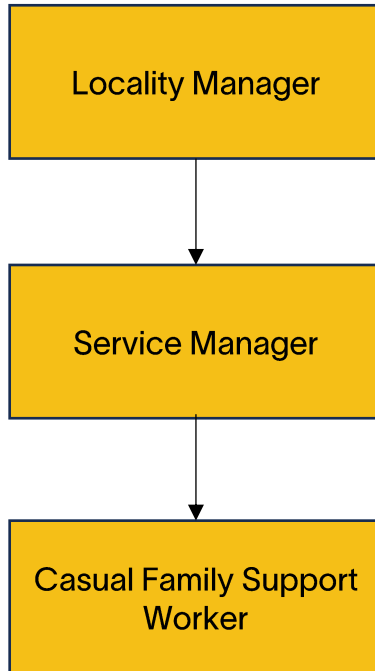
Right There

Job Pack
Casual Family Support
Worker
(July 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Casual Family Support Worker



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

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

By joining a highland wide casual worker pool, you will support us to provide the right support at the right time to young people, responding to need locally as and when it is required. You will be supported by our permanent family support workers and the Service Manager.

By adopting Right Theres' People First approach, you will build trusted relationships, help young people identify their goals and needs, and work alongside families to create positive change. You will provide practical and emotional support across a range of areas including wellbeing, education, safety planning, substance use and family relationships.

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 positive, respectful and compassionate relationships with all support staff, wider staff teams and those we support, focusing on their strengths and aspirations as individuals.
- Have a high standard of professional integrity with colleagues and other professionals.
- Establish clear professional boundaries with staff and those we support.
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- Establish clear professional boundaries with those we support.
- Ensuring person centred planning and unconditional positive regard is undertaken by staff.
- Taking a Psychologically Informed Environment (PIE) approach.
- Ensuring needs of the people we support are being met.
- Ensuring risk assessments are completed and updated.
- Advocating on behalf of those we support.
- Having detailed knowledge of other relevant services.
- Ensuring a safe environment for the people we support, colleagues and others including a high standard of accommodation is provided.
- Regularly auditing files.
- Assist in the collation of data for Right There Key Performance Indicators (KPI) and any required local authority returns / reports.
- Reporting all required Care Inspectorate notifications
- Representing Right There to other agencies or services including Local Authority, Social Work, Housing Services and other relevant services.
- Actively contribute to your service and the organisations development and improvement.

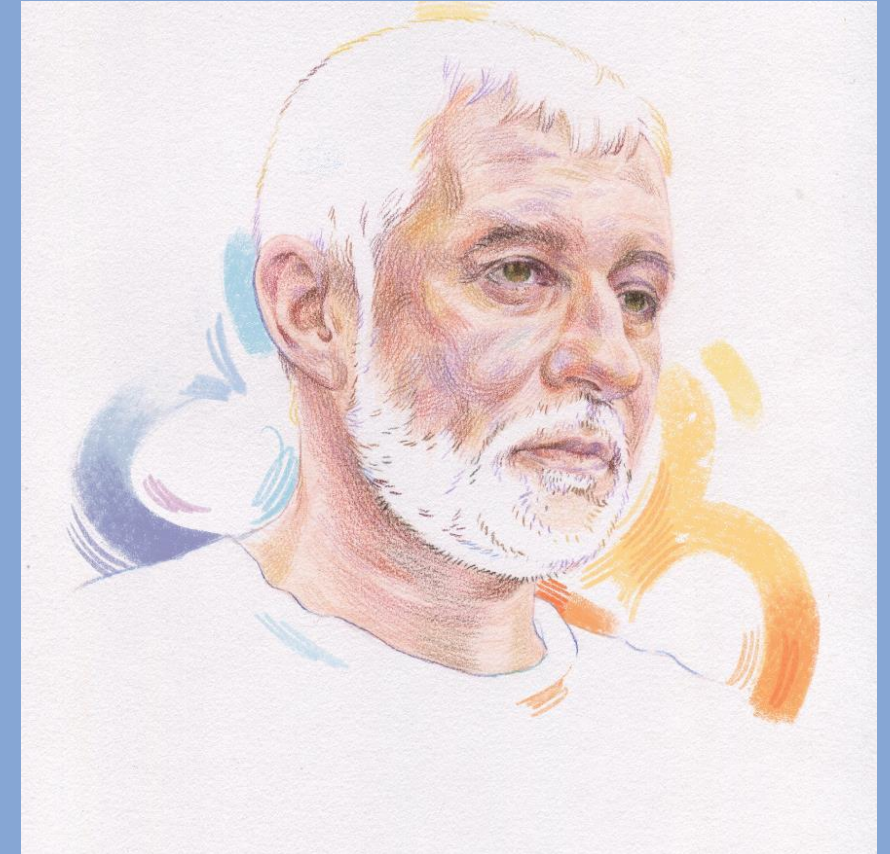
Main Role Responsibilities

- Participate fully 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 Right There services through agreed mediums.
- 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.

Essential skills & experience

WHAT YOU MUST BRING

- ✓ Qualified, or willing to work towards a relevant professional qualification: SVQ 2 Social Services and Healthcare (Children and Young People) HNC or above
- ✓ Experience of working with children, young people and families facing challenges/on the edges of care.
- ✓ A passion for improving the lives of young people and their families.
- ✓ Understanding of current relevant legislation and policies relating to young people; 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 prioritising 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.
- ✓ Ability to compile comprehensive reports as required.
- ✓ Ability to travel within agreed geographical area.
- ✓ Full valid driving license and access to a vehicle for work purposes. (please note you must hold insurance that covers both business and domestic use)



Desirable knowledge

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

01 Experience of working in a similar environment

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

03 Ability to respond at short notice to crisis situations

Role Details

Contract: Casual
Salary: £14.41 per hour
Reporting to: Service Manager

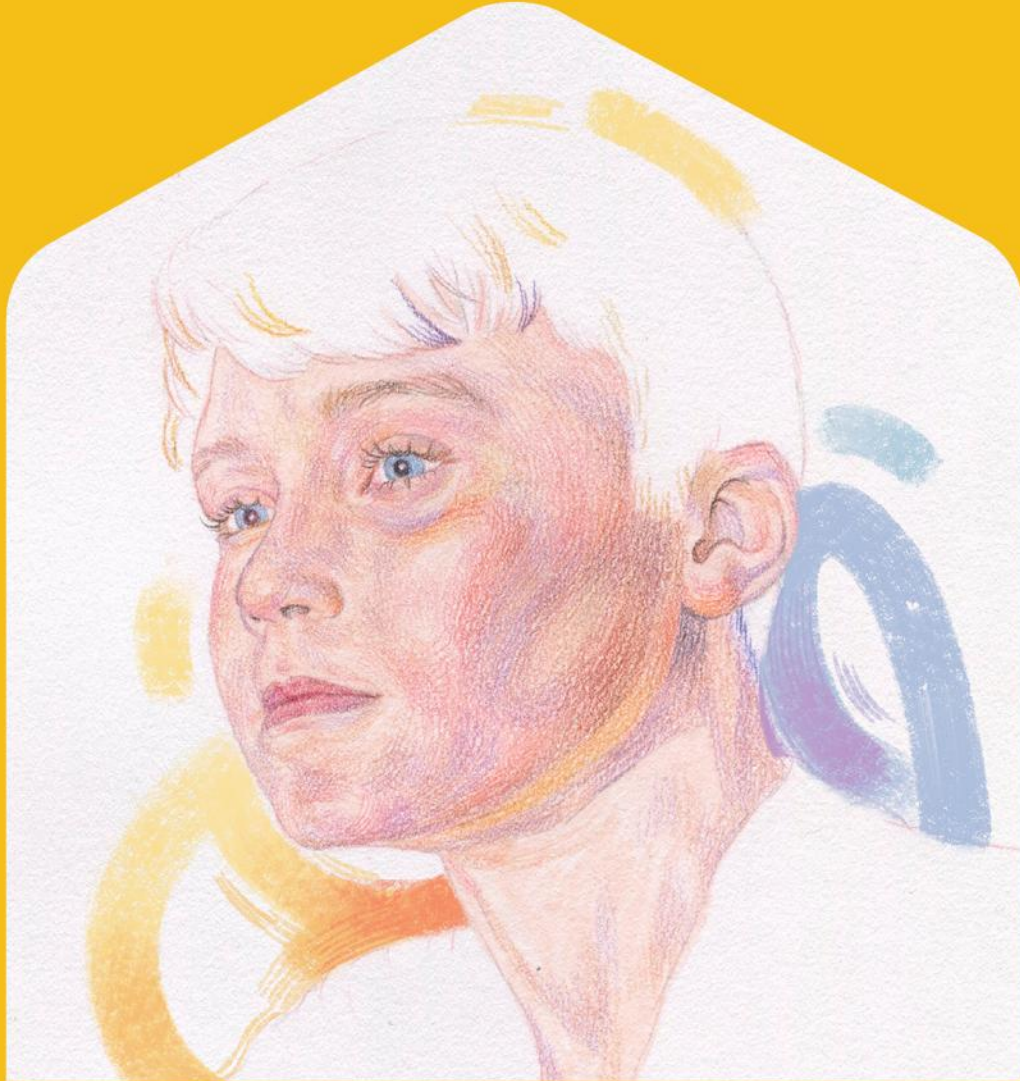
- The hours we offer you will be ad hoc and infrequent. You will work for Right There at times and on days to be agreed between you and Right There.
- This role will involve working in the community with the people we support. The location of the work will depend on the need within the Highland area.
- In accordance with the Working Time Regulations, you are entitled to be paid for annual leave. You are entitled to 6 weeks in a full annual leave year. Payment for annual leave is calculated based on 13.04% of your total pay in a pay period and will be paid in addition to wages accrued for that month. This includes if you leave your position at Right There part way through a pay period.
- Casual Workers are assessed and enrolled into a pension if they 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 workers are, therefore, expected to work in a flexible way when the occasion arises.

How We Equip Our People to Thrive

- **Flexible working** around programme needs.
- **Above Real Living Wage**
- **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%.

- **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 and more
- **Funded qualifications:** SVQ levels 2, 3 and 4 for appropriate roles.

- **Health Shield:** monthly plan with GP Anytime and support towards dental care, glasses, massage and physiotherapy.
- **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.**