

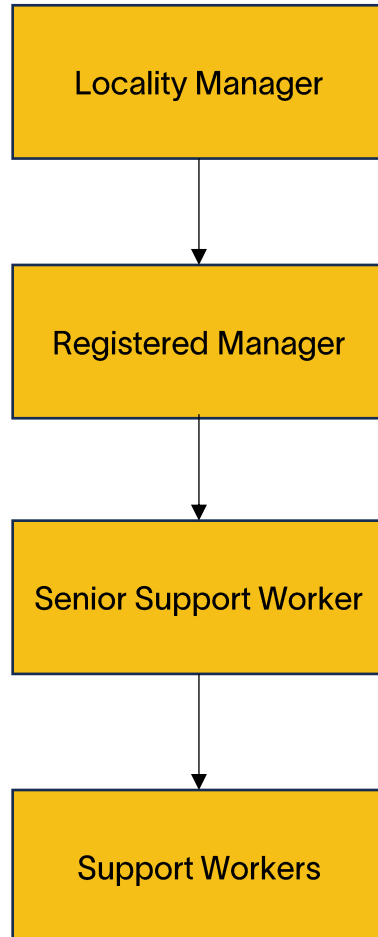
Right There

Job Pack
Support Worker
(September 2025)

Preventing
homelessness,
one person
at a time

Job Purpose

Support Worker- Maternity Cover



Supported Accommodation Inverness is a trauma informed supported accommodation service for care experienced young people aged 16-26 who are leaving care or at risk of becoming homeless.

The Support Worker will provide support in a person-centred manner meeting the needs of the young people that we support as well as providing emotional and practical support which is aimed at nurturing essential life skills and promoting independence.

What does our team say?



I have worked with Right There for a year and a half and I thoroughly enjoy the variety of each day and the challenges. The staff team all have a wide range of skills, and we all work together as a team. The management team are all very supportive and we all work together to do our best for the people we support . I would highly recommend working with Right There.

Gillian French, Support Worker, Inverness .

I have been working with Right There for nearly two years as a support worker, and I really enjoy working with a great team of people and making a difference in the lives of the young people we support every day

Aonghas Smith, Support Worker, Inverness

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 positive, respectful and compassionate relationships with the people 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 the people we support.
- Actively practicing person-centred planning and unconditional positive regard.
- Taking a Psychologically Informed Environment (PIE) approach.
- Arranging and facilitating key work meeting to develop and review support plans in collaboration with the people we support to meet their individual needs both within the programme and out with.
- Developing life skills with those we support, including how to maximise income, involvement in meaningful activities, budgeting, shopping, cooking and any other skills that aid to independence.
- Advocating on behalf of the people we support.
- Assist the people we support with engaging and integrating into the local community and helping them to become active citizens.
- Utilising support plans to record and assess the progress of the people you are supporting.
- Having knowledge of other relevant programmes and signposting the people we support when required.
- Maintaining a safe environment for those we support, colleagues and others.
- Undertaking household duties to maintain the accommodation to a high standard.
- Planning, implementing and developing workshops or programme activities with those we support.
- Compiling and reviewing risk assessments for the people we support.
- Promoting involvement in the improvement and development of the programme from the people we support.
- Represent Right There to other agencies or programmes including Local Authority, Social Work, Housing Programmes and other relevant programmes
- 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, the LGBT Charter, etc.

Essential skills and experience



- ✓ Qualified to SVQ level 2 H&SC or SCQF equivalent (or are willing to work towards)
- ✓ Knowledge of current relevant legislation and policies relating to housing and social care
- ✓ Knowledge of issues surrounding homelessness
- ✓ Experience of crisis work with vulnerable people
- ✓ Ability to ensure the programme is delivered in accordance with corporate policy and Association objectives
- ✓ Skills and ability in effective time management and working to deadlines
- ✓ Ability to compile comprehensive reports as required
- ✓ Knowledge of local resources and programmes
- ✓ Flexibility with regards to working patterns
- ✓ Ability to travel within agreed geographical area
- ✓ Ability to respond at short notice to crisis situations

Desirable Knowledge

- ✓ Experience of working in a similar environment
- ✓ Understanding of the principles of working within a Psychologically Informed Environment (PIE)

Role Details

Contract: Part Time, Fixed Term Contract
Salary: SCP 19-22 (£21,826 - £23,365 per annum) plus a sleep-in payment of £10,917 per annum
Reporting to: Senior Support Worker

- Your normal working hours are an average of 31.5 waking plus 1.75 sleep-in shifts per week. These hours will be worked between Monday to Sunday, in shifts which are defined by your line manager on a rolling rota, over a 52-week period. The rota will be available to you a minimum of one week in advance. You may be required to work different shift times, with reasonable notice, in agreement with your line manager.
- Your core place of work will be 75 Old Perth Road, Inverness, IV2
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 280 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 310 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

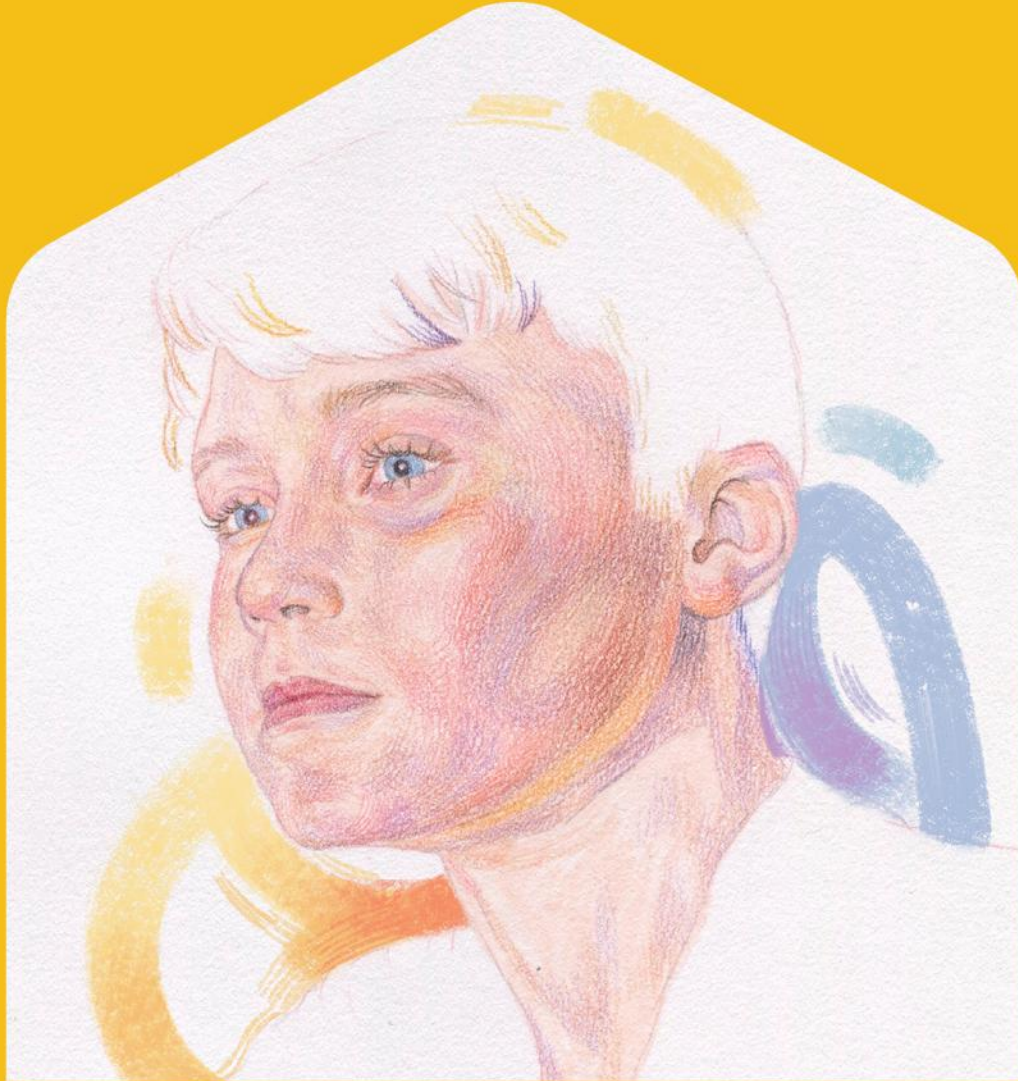
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development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

Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

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