

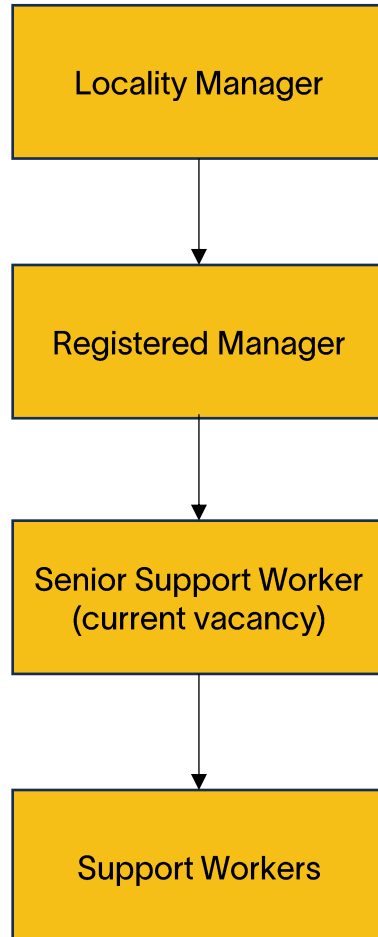
# Right There

Job Pack  
Senior Support Worker  
(August 2025)

Preventing  
homelessness,  
one person  
at a time

# Job Purpose

## Senior Support Worker



Supported Accommodation Inverness is a supported accommodation service for care experienced young people aged 16-26 who are leaving care or at risk of homelessness. We are a trauma informed service and provide support in a person-centred manner meeting the needs of the young person, along with emotional and practical support which is aimed at nurturing essential life skills and promoting independence.

The Senior Support Worker will lead a team of support workers to provide high-quality support, to meet expected standards and quality outcomes for the people we support in Right There Inverness Supported Accommodation programme. This role will be a part of Right There Inverness management team and support programme development, actively creating opportunities for people we support to provide feedback and contribute to this development.

The Senior support worker will work closely with other partners across Inverness, and be involved in multi agency meetings in order to offer the best possible support to people living in supported accommodation

# What does our team say?



I first joined Right There in January 2017 as a Casual Support Worker as I was looking for a job that would bring me new challenges and in 2019 I was employed full time as Support Worker . I enjoyed working alongside the people we support to help and guide them build the skills that they would need to be able to live independently in their own tenancy's.

In 2022 I became the Senior Support Worker , this gave me the opportunity to utilise the skills I had built up as a Support Worker, to continue to support the young people and develop the team and in 2024 I became the Registered Manager.

I have the opportunity to continue building my skills as Right There provides me with the training that is required to help me succeed in making Supported Accommodation Inverness a place for the people we support to thrive.

*Registered Manager – Alison Milson*

# 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.
- Develop positive and supportive relationships with your staff team.
- Have a high standard of professional integrity with colleagues and other professionals.
- Establish clear professional boundaries with the people we support.
- Ensure person centred planning and unconditional positive regard is undertaken by staff.
- Take a Psychologically Informed Environment (PIE) approach.
- Ensure the needs of the people we support are being met.
- Ensure 'Keeping You Safe Plans' for those we support are completed and updated.
- Advocate on behalf of the people we support.
- Arrange 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.
- Complete yearly appraisals and personal development plans with your staff team.
- Investigate and resolve any complaints made by the people we support.
- Ensure staff are using support plans to record and assess the progress of the people you we are supporting.
- Support the Service Manager with robust rota planning and staffing cover to ensure all working shifts are covered
- Lead the staff team to respond to incidents employing trauma skilled de-escalation skills, ensuring incident processes are followed to include escalation to senior management
- Review and follow up actions in incident reports
- Have a detailed knowledge of other relevant services in the local community and establish partnerships with other agencies and the local community to be part of our inhouse activity/wellbeing programme
- Ensure a safe environment for those we support, our employees, and others, including a high standard of accommodation is provided.
- Regularly audit the files of those who we support.



# Main Role Responsibilities

- Compile Right There Key Performance Indicators (KPI) and any required local authority returns / reports.
- Report all required Care Inspectorate notifications.
- Develop participation within the service from the people we support.
- Investigate any issues of misconduct within the organisation.
- Represent Right There to other agencies or services including Local Authority, Social Work, Housing Services and other relevant services

# Essential skills and experience



- ✓ SVQ level 2 H&SC or SCQF equivalent (or are willing to work towards)
- ✓ Possession of, or willingness to undertake, additional management training in line with the role and SSSC requirements
- ✓ Experience of working with vulnerable people relevant to this service area
- ✓ Ability to demonstrate understanding of needs of those we support.
- ✓ Able to demonstrate experience of person-centred approach to working with people
- ✓ Ability to manage staffing issues on daily basis (performance, sickness absence, time management)
- ✓ Ability to support staff to develop skills in assessment, support planning, risk assessment and reviews
- ✓ Able to demonstrate skills and experience in prioritising staff resources to meet the needs of individuals / group
- ✓ Understanding of current relevant legislation and policies relating to Throughcare Aftercare; Looked After Children (LAC), housing support and social care
- ✓ Skills and ability in effective time management and working to deadlines
- ✓ Ability to compile comprehensive reports as required
- ✓ Ability to influence and inform good working practices
- ✓ Working knowledge of SSSC Codes of Practice
- ✓ Knowledge and experience of working to Care Inspectorate Standards

# Essential skills and experience



- ✓ Knowledge of current relevant legislation and policies relating to housing and social care
- ✓ Skill and ability to implement effective performance measures
- ✓ Computer literate and competent with Microsoft Office software package
- ✓ Ability to ensure the service is delivered in accordance with corporate policy and Association objectives
- ✓ Ability to compile comprehensive reports as required

## **Desirable qualities**

- ✓ Recognised relevant professional qualification eg Social Work, Housing
- ✓ Experience of using management information tools for social care
- ✓ Management experience in Third Sector not-for-profit organisation providing social care and support services
- ✓ Understanding of the principles of working within a Psychologically Informed Environment (PIE)
- ✓ Knowledge of local resources and services

# Role Details

**Contract:** Full Time, Permanent, 39 hours per week.  
**Salary:** SCP 23-26 (£29,737 - £32,632 per annum)  
**Reporting to:** Registered Manager

- Working hours are Monday to Sunday, between 08.00-20.00. Availability to cover weekends as required
- Your core place of work will be Old Perth Road, Inverness. You may be required to work from such other place as the organisation may reasonably require from time to time.
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 234 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 312 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.

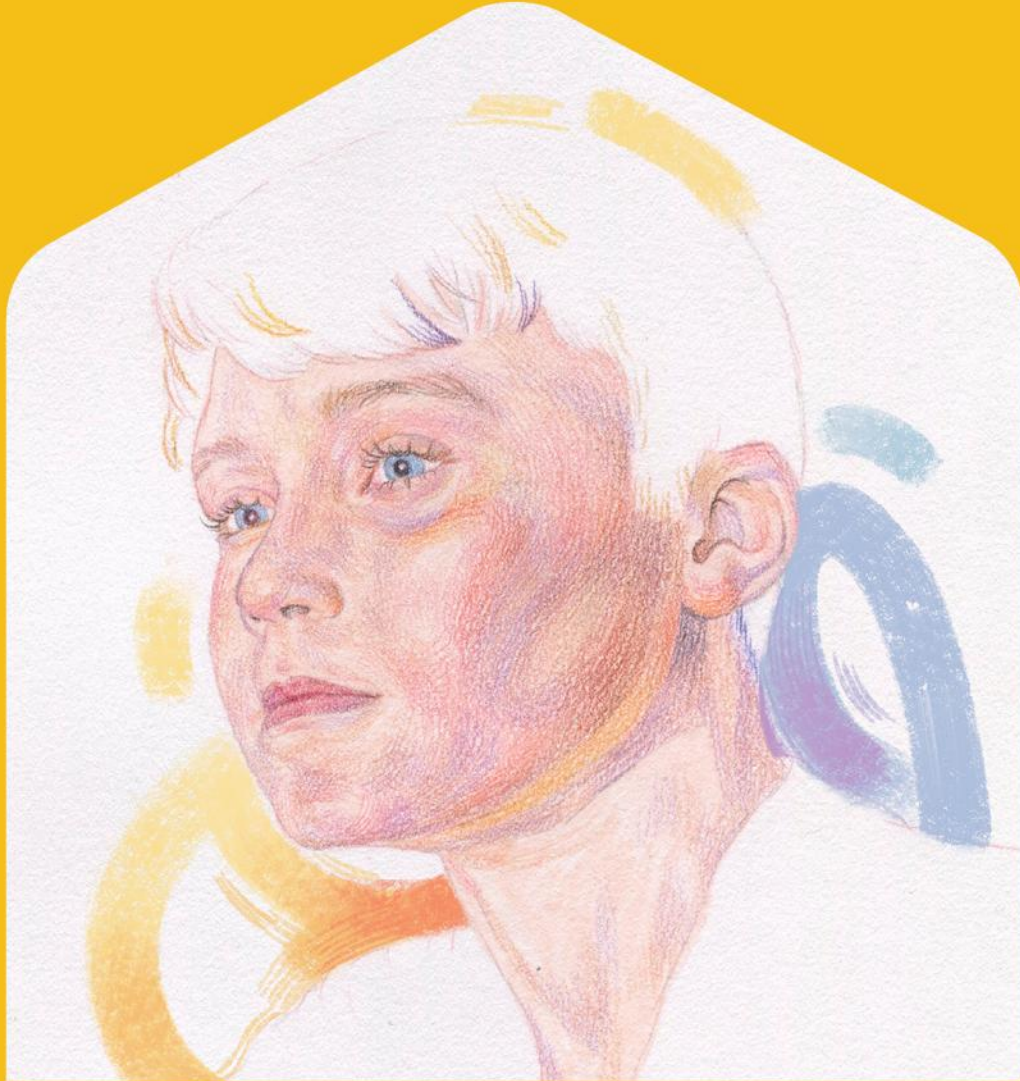
## Enhanced benefits

- 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](http://www.rightthere.org)  
[hello@rightthere.org](mailto:hello@rightthere.org)

Follow us search 'Right There':



**Thank you.**

**Good luck with your  
application.**

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