

Right There

Job Pack

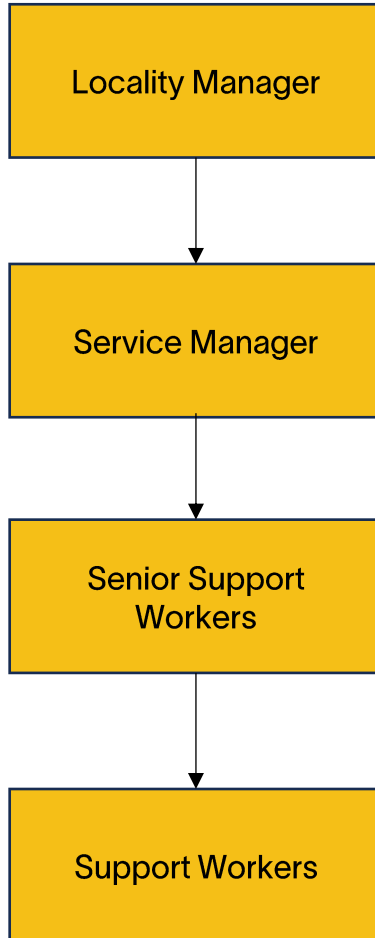
Support Worker Supported
Accommodation Glasgow

(February 2025)

Preventing
homelessness,
one person
at a time

Job Purpose

Support Worker



Supported Accommodation Glasgow provides 24-hour support and accommodation for Glasgow's young people. We offer a safe environment for 26 young people, many of whom have experienced significant tough times in their lives.

Our Support Workers help to end homelessness through providing a high-quality support service for Glasgow's young homeless individuals transitioning from temporary to permanent or other suitable long-term accommodation.

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

- 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 service and out with.
- Developing life skills with the people 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 to engage and integrate into the local community and become active citizens.
- Utilising support plans to record and assess the progress of the people we support.
- Having detailed knowledge of other relevant services; signposting or referring the people we support when required.
- Maintaining a safe environment for the people 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 the people we support.
- Compiling and reviewing risk assessments.
- Promoting involvement in the improvement and development of the service by the people we support.
- Represent 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.
- Participate in team meetings.
- Attend and participate in training and share learning experiences.
- Engage in reflective practice.
- Feedback on the review of organisational policies and procedures and local guidelines.
- Promote and represent Right There services 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.

Main Role Responsibilities

Right There strives for best practice within social care and expects all staff to adhere to:

- Right There's policies and procedures.
- Scottish Social Services Council (SSSC) Codes of Practice.
- Health and Social Care Standards (My Support, My Life).
- Health & Safety legislation and practices.
- Register with any required government bodies and ensure memberships is updated and any attributed costs are paid for.

Essential skills and experience



- Qualified to SVQ Level 2 H&SC or SCQF equivalent or working towards attainment
- 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 service is delivered in accordance with corporate policy and Right There values.
- Skills and ability in effective time management and working to deadlines.
- Ability to compile comprehensive reports as required.
- Knowledge of local resources.
- Computer literate and competent with Microsoft Office software package.
- Flexibility with regards to working patterns.
- Ability to respond at short notice to crisis situations.
- Ability to travel within agreed geographical area.

Desirable Knowledge



- First Aid Certificate.
- Other relevant training.
- Experience of working in a similar environment.
- Understanding of working within a Psychologically Informed Environment (PIE).
- Counselling skills in drugs, alcohol and mental health

Role Details

Contract: Full time, permanent, 39 hours per week.
Salary: SCP 21-24 (£29,229 – £30,162 per annum)
Reporting to: Senior Support Worker

- Your normal working hours are an average of 39 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 95 Panmure Street, Glasgow, G20 7SJ.
- 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 provided you meet the auto enrolment criteria. Deductions will be taken from your first monthly salary.
- 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.
- Above the Real Living Wage employer and paid overtime for Programme staff who are on rota to work over Christmas and New Year.
- Jury Duty tops-up on top of your allowance to equate to full pay.
- 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 from day one 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

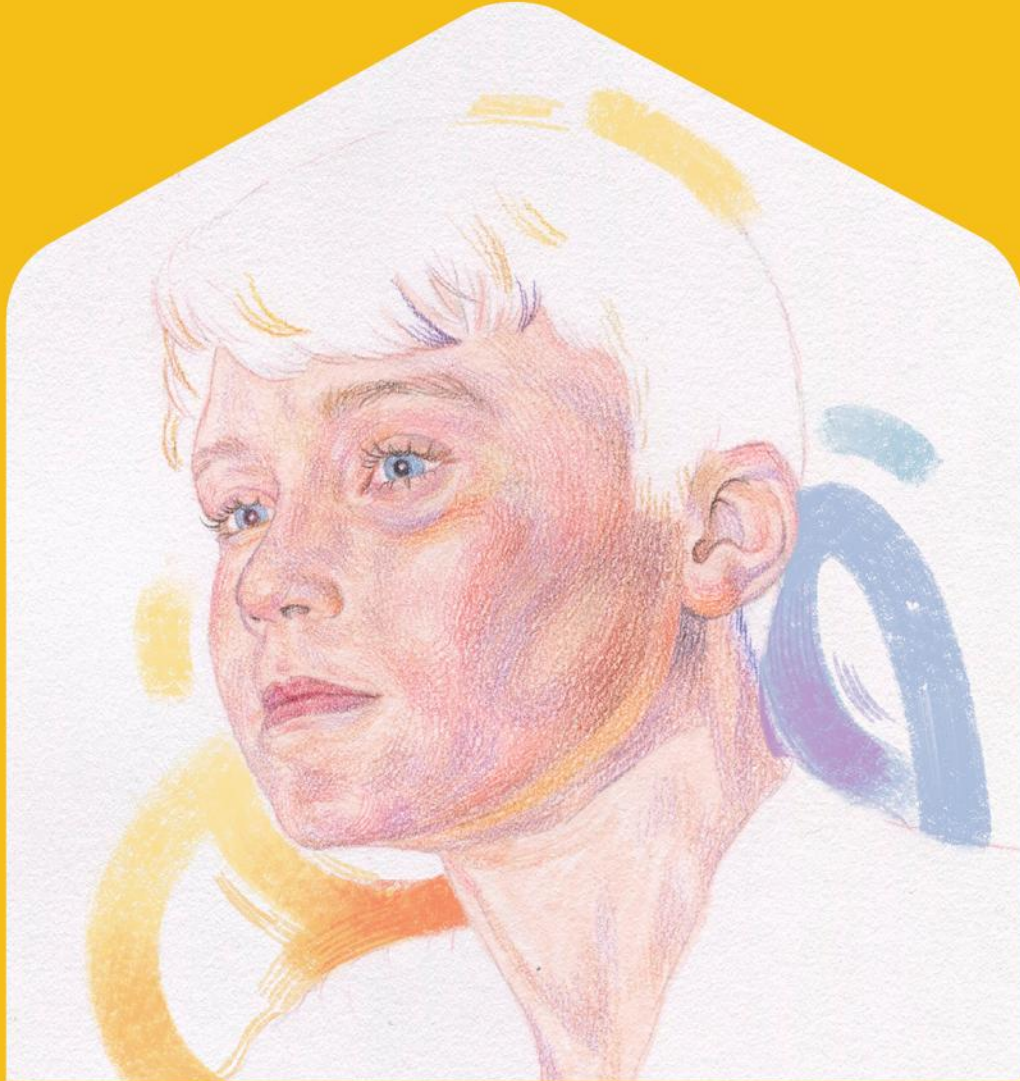
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development 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, 3 and 4 qualifications.

Enhanced benefits

- Enhanced maternity, adoption and shared parental leave with 26 weeks full pay and 26 weeks half pay.
- Enhanced paternity leave of 4 weeks paid leave.
- 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 (conditions apply)
- 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.**