

Right There

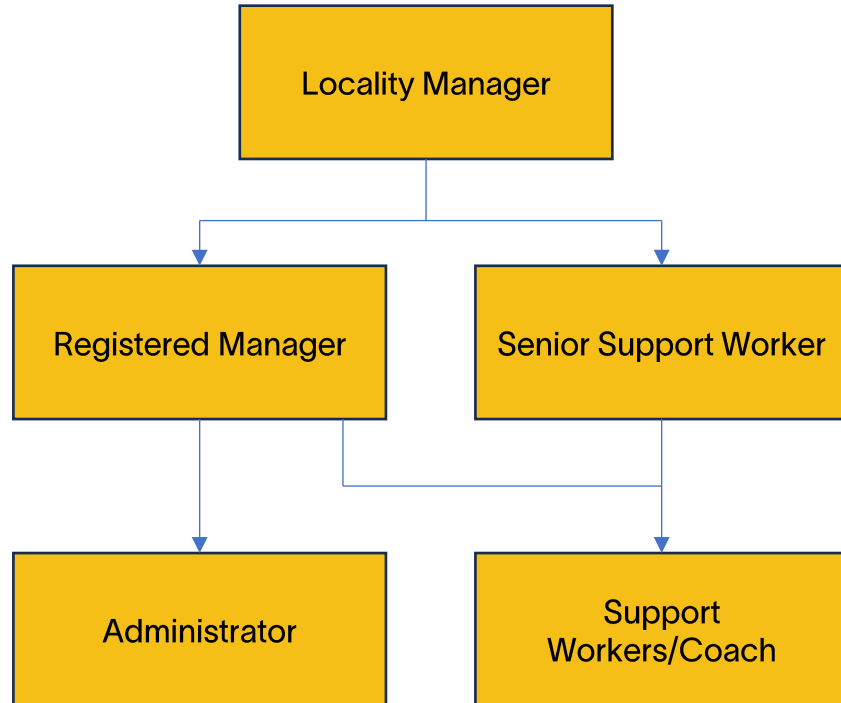
Job Pack
Support Worker
Outreach Edinburgh
(December 2024)

Preventing
homelessness,
one person
at a time

Job Purpose

Support Worker Outreach Housing

Support Edinburgh



Outreach Edinburgh programme provides support to people aged 16+ that are transitioning out of homelessness to longer term accommodation. The team also provides support to those at risk of becoming homeless.

We offer a variety of supports, depending on what each individual person needs, we understand that everyone has had a different journey, and we aim to build relationships built on trust to help people build resilience and self-worth.

What does our team say?



Working as an Outreach Housing Support Worker within Edinburgh has been one of the most rewarding jobs I have ever done. I get to use my knowledge and life skills and support people in the community to live more comfortably and independently leaving me with a feeling of accomplishment and satisfaction. I love meeting differently individuals with a variety of different situations and barriers in their life and supporting them to achieve their goals. Of course this couldn't be done without such a great, supportive team. The Edinburgh team are more than a team but like a family, I have never felt as supported in a job as I do working for Right There Edinburgh. Right There have giving me the opportunity to progress in my role with constant ongoing training, giving me more confidence to do my job to the best of my ability.

Diane Pearson, Support Worker, June 2025

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

Responsibility to the People we Support:

- Actively practicing person-centered support planning, unconditional positive regard and taking a Psychologically Informed Environment (PIE) approach
- Arranging and facilitating key work meetings to develop and review support plans in collaboration with the people we support to meet their individual needs
- Developing life skills with the people we support including how to maximise income, budgeting, shopping, cooking, home maintenance & repair and any other skills that aid to independence.
- Assisting the people we support in their transition from temporary accommodation to permanent housing.
- Providing advice on a range of subjects including housing options and welfare benefits.
- Assisting the people we support to engage and integrate into the local community and become active citizens
- Having detailed knowledge of other relevant programmes and signposting or referring the people we support
- Establish clear professional boundaries with the people we support.
- Compiling and reviewing keeping yourself safe plans of those we support.
- Promoting involvement in the improvement and development of the programme by the people we support.
- Provide the required support with focus on 'customer service' and a People First person centred approach to the people we support providing a culture of compassion and unconditional positive regard
- Develop good communication skills and working relationships with those we support, colleagues and other professionals
- Advocate on behalf of the people we support
- Support the people to be part of their local community
- Ensure the people we support are aware of service provision and signposted or referred to other agencies as appropriate
- Assist those we support with housing benefit form, maximising income and any other relevant support

Main Role Responsibilities

Responsibility to the programme:

- Sourcing referrals to the programme to ensure contract outcomes are achieved.
- Positively represent Right There to local partnership agencies including local authority, Social Work, Housing providers and other local authority
- Maintain case files and ensure all relevant documentation is completed to the highest standards and within agreed timescales
- Accurately record matters relating to the people we support and report as appropriate through the development of support plans and case notes
- Have a high standard of professional integrity with colleagues and other professionals.

Being a part of the Right There team:

- Be a proactive team member actively contributing to your service working collaboratively with your colleagues across the organisation.
- Have a high standard of professional integrity with colleagues and other providers upholding clear professional boundaries at all times.
- Work towards performance targets to achieve agreed result
- Participate in training and reflective practice, share your learning experiences, strive for continuous personal and professional development
- Contribute to the organisations' development and improvement with feedback on the review of organisational policies and procedures and local guidelines
- Engage with any organisational initiatives or working groups
- Adhere to Right There Policies and Procedures, Scottish Social Programmes Council (SSSC) Codes of Practice, Health and Social Care Standards (My Support, My Life), Health and Safety legislation and practices
- Always apply safeguarding principles and maintain awareness of child protection and adult protection processes.
- Register with any required government bodies and ensure membership 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 homelessness
- ✓ Knowledge of Housing and other benefits
- ✓ Demonstrable communication skills
- ✓ Skills and ability in effective time management, managing a caseload and working to deadlines
- ✓ Ability to ensure the service is delivered in accordance with corporate policy and Right There objectives
- ✓ Knowledge of local resources and programmes
- ✓ Computer literate and competent with Microsoft Office Software package
- ✓ Flexibility with regards to working patterns
- ✓ Experience of deescalating potential conflict situations
- ✓ Ability to apply robust recording and record keeping to case files in line with organisational policy
- ✓ Ability to understand and consider the views, concerns and needs of others when taking action

Essential skills and experience



- ✓ Awareness of First Aid/ or Certificated
- ✓ Awareness of Housing protocols
- ✓ Experience of working in a similar environment
- ✓ Awareness on Drugs, Alcohol and Mental Health and impact this has on people
- ✓ Knowledge of adolescent development and the impact of trauma
- ✓ Knowledge of safeguarding and working within child protection and adult protection policies and procedures.
- ✓ Understanding and respecting the importance and limits of confidentiality

→Desirable Knowledge

- ✓ Knowledge of the application of Psychologically Informed Environments (PIE) within the work environment
- ✓ Awareness of issues facing young people seeking asylum in the UK
- ✓ Experience of crisis work with vulnerable people

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 19-22 (£24,252 - £25,961 per annum)
Reporting to: Senior Support Worker

- Working hours are worked Monday to Friday and flexibly between the hours of 08.00am and 6.00pm depending on the needs of the service, with 1-hour unpaid break.
- Your core place of work will Pilton Community Heath Centre, 73 Boswall Parkway, Edinburgh, EH5 2PW. You are also required to work in the local community, travel expenses are paid between your usual place of work and appointments undertaken in the course of your duties. Home working is an agreement with the line manager based on the needs of the service.
- 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. 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

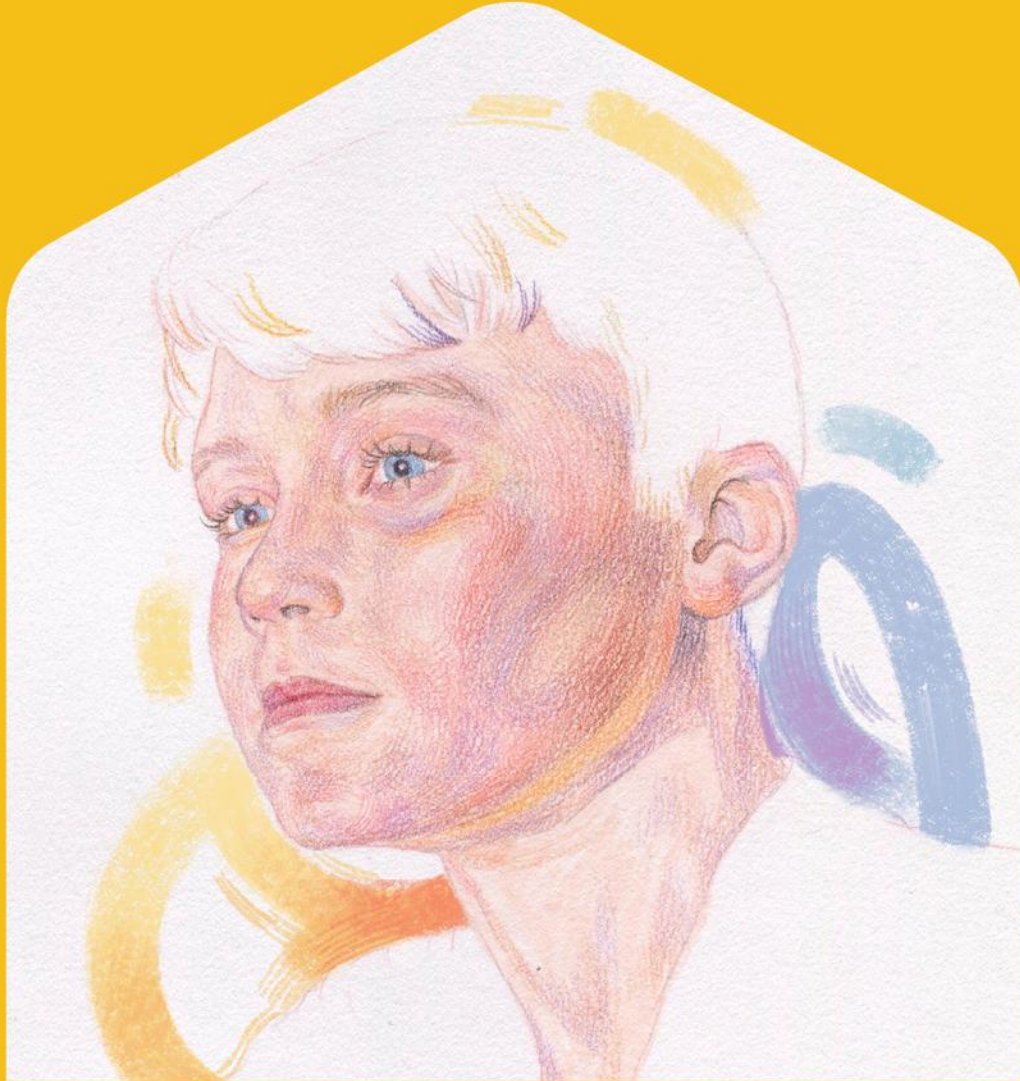
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development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

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Thank you.

**Good luck with your
application.**

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