

# Right There

Job Pack

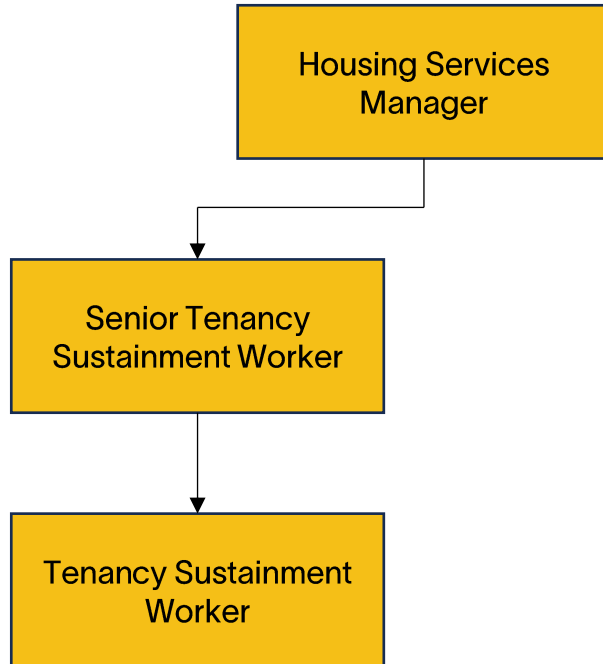
Tenancy Sustainment  
Worker-Glasgow Help to  
Rent

(April 2026)

Preventing  
homelessness,  
one person  
at a time

# Job and Service Purpose

## Tenancy Sustainment Worker



Right There provides vital support to people experiencing or at risk of homelessness across Glasgow. Our programmes, including Help to Rent and Short-Term Housing, focus on tenancy sustainment, quality accommodation, and empowering some of society's most under-represented individuals.

The Help to Rent service helps people access private rented housing by removing upfront deposit requirements and bridging the gap between tenants and landlords.

### Role Overview

As a Tenancy Sustainment Worker, you will provide hands-on, person-centred support to help people access and sustain private rented tenancies. You will act as the main contact for tenants and landlords, supporting individuals to maintain their homes, build confidence, and develop independence.

You will promote positive relationships, encourage tenant participation, and provide practical guidance to help people stay housed, contributing to Right There's mission of preventing homelessness and promoting inclusion across Glasgow.

# 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

## Tenancy Support and Sustainment

- Receive referrals through linked homelessness services, assess applications, and interview people we support to ensure that private rental sector housing is appropriate for their needs.
- Conduct regular visits (at least every six weeks) to monitor tenancy wellbeing, property condition, and adherence to bond agreements
- Provide practical guidance on managing tenancies, finances, and rights and responsibilities, supporting tenants to build confidence and independence.
- **Support individuals as they move from homelessness into safe and stable housing by helping them access suitable accommodation in the private rented sector.** This may include assisting people to find and secure properties or offering advice to help them search independently. If someone has additional or complex needs, you'll work with other services and organisations to make sure they get the right support for a positive and lasting outcome.

## Landlord Liaison and Partnership Working

- Build and maintain positive relationships with landlords and letting agents to secure suitable, well-managed accommodation within the private rented sector.
- Carry out property checks and inventories to ensure homes meet safety and quality standards and minimise disputes over deposits.
- Work collaboratively with landlords and agents to promote sustainable tenancies and positive tenancy outcomes.

## Property and Housing Management

- Monitor all properties within the designated portfolio to ensure they are well maintained and comply with relevant quality, safety, and repairing standards.
- Undertake regular property visits and inspections-typically every six weeks-to assess property condition, identify and address any maintenance or tenancy-related issues, and ensure compliance with tenancy agreements.
- Support tenants to manage deposit bonds, payment plans, and any financial issues that may arise.
- The post holder will also support the allocation, sign-up, and move-in process for new tenants, ensuring that all required documentation, checks, and inventories are completed accurately and in line with service standards.
- Undertake a range of administrative duties to support service delivery, including maintaining accurate and confidential records, updating case notes, managing data, and producing reports in line with organisational policies and procedures.
- Ensure all data is accurately recorded in a timely manner

## Tenant Engagement and Participation

- Promote opportunities for tenants to engage in service feedback and participation activities that encourage inclusion and continuous improvement of the Help to Rent service.
- Support the people we support to develop the knowledge and skills required to manage their tenancies effectively, with a particular focus on financial awareness and budgeting.
- Where additional needs are identified, the post holder will provide appropriate advice or signpost individuals to relevant external agencies for specialist support
- The post holder will work proactively to promote tenancy sustainment by building positive relationships with the people we support, encouraging responsible tenancy management, and fostering a sense of stability and independence within the community.

# Main Role Responsibilities

## **Responsibilities to the People We Support**

- Build positive, respectful, and supportive relationships with tenants.
- Help tenants meet their tenancy obligations and promote tenancy sustainment.
- Provide guidance on housing, rent payments, arrears, and signpost to specialist support where needed.
- Identify vulnerable tenants and make timely referrals to internal teams or external agencies.
- Encourage tenant participation in feedback and service improvement activities.

## **Responsibilities to the Organisation**

- Uphold Right There's mission, values, and policies, including safeguarding, confidentiality, equality, and health and safety.
- Maintain accurate records of financial agreements, tenancy support, and case notes.
- Contribute to a positive, inclusive, and collaborative workplace.
- Take part in training, supervision, and reflective practice to support personal and professional development.
- Work towards performance targets and contribute to continuous improvement of services.

## **Being part of the Right There team**

- Work collaboratively with colleagues and external partners to provide coordinated, person-centred support.
- Build and maintain positive relationships with landlords, local authorities, and partner organisations.
- Participate in team meetings, supervision, and case discussions, sharing knowledge and promoting best practice
- Represent Right There professionally in all interactions and community settings.
- Uphold professional boundaries and integrity while delivering high-quality support.

Note: This job description outlines the main duties and responsibilities. The postholder may be asked to carry out additional tasks appropriate to the role as directed by the line manager.

# Essential Skills and experience and personal attributes



## Essential Skills, Experience and Knowledge

- ✓ Experience in housing, homelessness, or a related support role.
- ✓ Understanding of tenancy sustainment and challenges faced by people experiencing homelessness.
- ✓ Knowledge of housing legislation, tenancy agreements, and landlord-tenant responsibilities.
- ✓ Ability to build positive relationships with tenants, landlords, and partners.
- ✓ Good communication, negotiation, and conflict resolution skills.
- ✓ Ability to manage a caseload, maintain accurate records, and work proactively.
- ✓ Strong organisational and problem-solving skills.
- ✓ Competent in IT systems for case management and reporting
- ✓ Commitment to equality, diversity, and inclusion.

## Personal Attributes

- ✓ Compassionate, person-centred, and respectful approach.
- ✓ Able to work independently and collaboratively.
- ✓ Flexible, adaptable, and resilient.
- ✓ Motivated to make a positive difference in people's lives.
- ✓ Reflective, open to learning, and committed to continuous improvement.

# Desirable Skills, Experience and Personal attributes



## Desirable Experience and Skills

- ✓ Experience in housing, tenancy support, social care, or the third sector.
- ✓ Experience working with internal teams and external partners.
- ✓ Experience conducting property visits, inspections, or assessments.
- ✓ Experience managing a varied workload in a busy environment.
- ✓ Knowledge of the private rented sector, housing access schemes, and welfare benefits.
- ✓ Understanding of financial inclusion, rent affordability, and local support services in Glasgow.
- ✓ Experience promoting tenant participation or community engagement.

# Role Details

**Contract:** Full time, permanent, 35 hours per week.  
**Salary:** SCP 21-24 £26,231 - £28,532 per annum)  
**Reporting to:** Senior Tenancy Sustainment Worker

- Working hours are Monday to Friday – worked flexibly between the hours of 9.00am to 5.00pm depending on the needs of the service with one-hour unpaid break.
- Your core place of work will be Rosemount Business Park, Charles Street, Glasgow, G21 2QA. The role involves lone working and travelling in your own vehicle between properties and being out in the community.
- 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 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

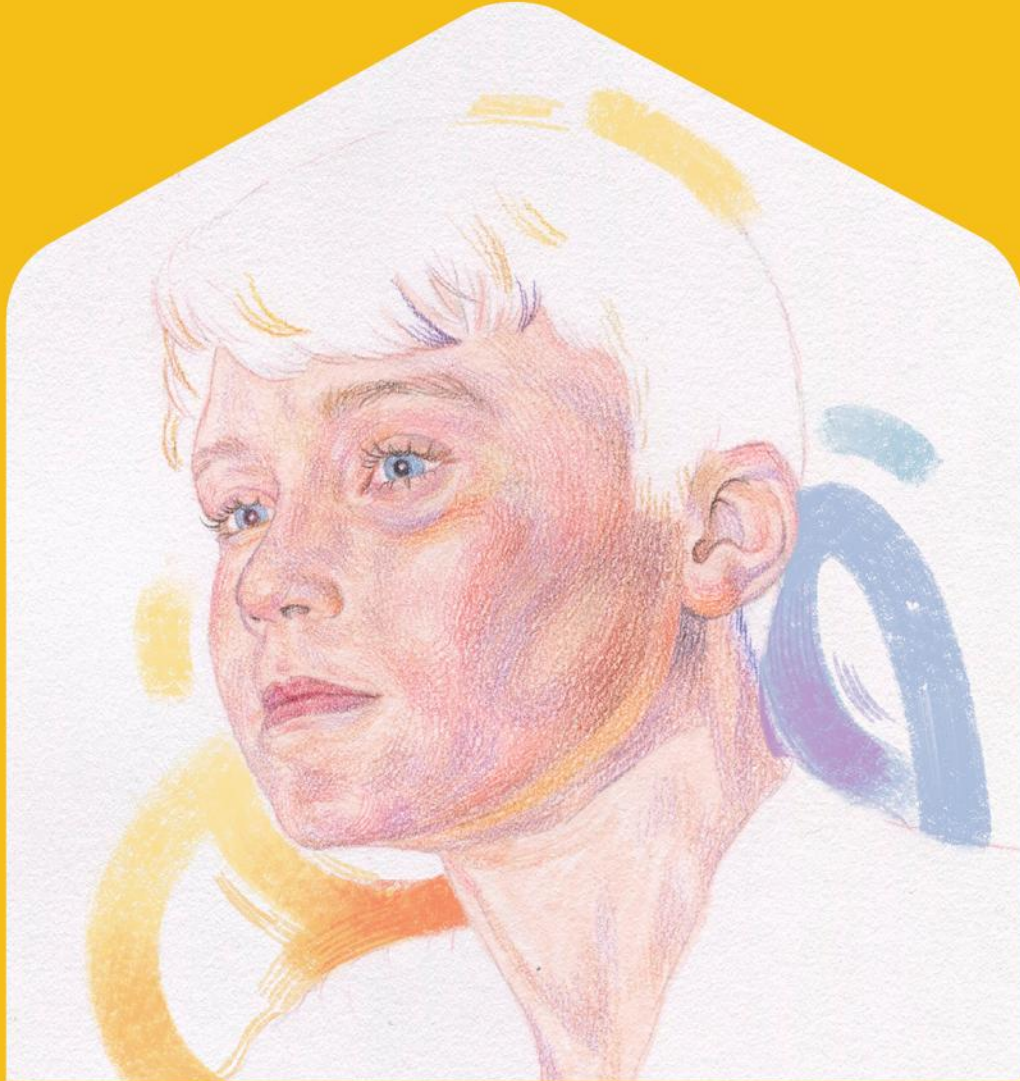
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development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