

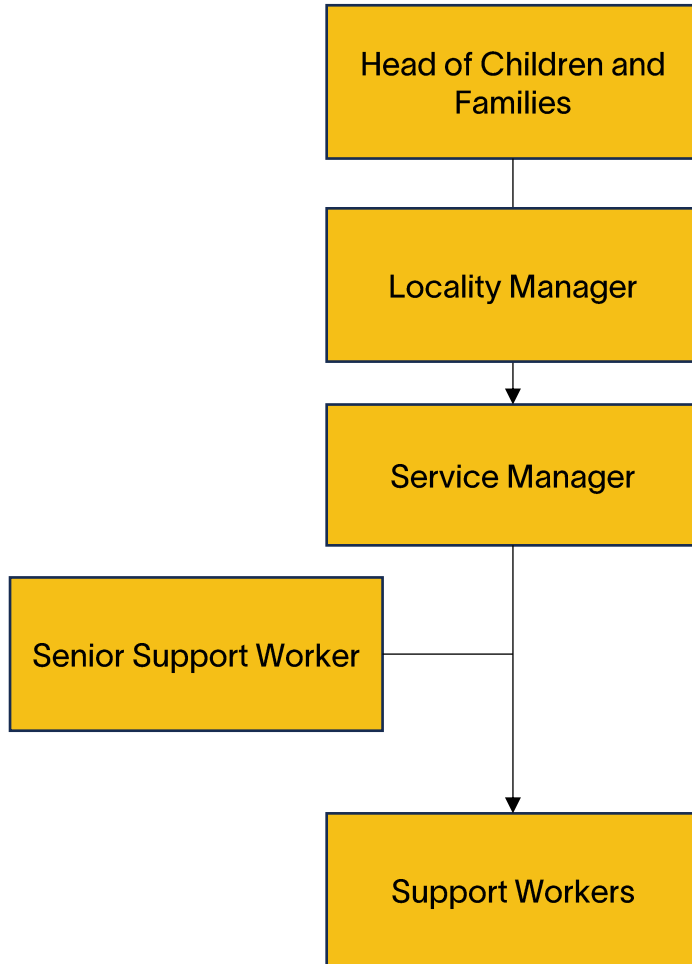
Right There

Job Pack
Senior Support Worker
(August 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Senior Support Worker



Supported Accommodation South Ayrshire aims to support the local authority's goal of reducing levels of repeat homelessness by providing a high-quality housing support service in Ayr.

The Senior Support Worker will provide leadership and management and ensure that service provision is delivered to the highest professional standard and quality and fully meets the needs of all young people aged 16 -25 and that of the wider community.

The post holder will also support the service Service Manager with all aspects of managing the service and providing line management and supervision for a number of Support Workers.

About Right There



We are a charity that recently celebrated 200 years of standing alongside people in Scotland. Last year we supported almost 4,000 people to stay in their homes and stay connected to the people they love.

We provide tailored support for people, at home and in the community. We are here for people living with the effects of homelessness, poverty, addiction or family breakdown. We meet people where they are, with no judgement – walking alongside them and offering the right support at the right time.

Everyone's story is unique, and everyone's route home is different, so we tailor our response to the individual. Our approach is about building trusting relationships and nurturing people's strengths, and our 200 staff, mentors and volunteers are at the heart of it.

What We Do



For People

Through counselling, mentoring and coaching, we help people feel happier, safer and more confident to take steps to improve their own lives.



At Home

From emergency accommodation to supported and next-step housing, we provide safe and supportive places to call home.



In The Community

Through outreach, help to rent and family support, we help people live independently and build strong community connections.

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

Leading a team of Support Workers

- Develop positive and supportive relationships with your staff team.
- Support the Service Manager with robust rota planning and staffing cover to ensure all working shifts are covered
- Ensure staff are using support plans to record and assess the progress of the people we are supporting.
- Ensuring person centred planning and unconditional positive regard is undertaken by staff.
- Regularly audit the files of the people we support.
- Ensure the needs of the people we support are being met by the staff.
- Ensure 'Keeping You Safe Plans' for those we support are completed and updated.
- Arrange and facilitate 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.
- 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.
- Compile Right There Key Performance Indicators (KPI) and any required local authority returns / reports.
- 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
- Report all required Care Inspectorate notifications.
- Develop participation within the service from the people we support.
- Support the Registered Manager with the implementation of a weekly inhouse activity/wellbeing programme for residents
- Investigate and resolve any complaints made by 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.
- Participate in on-call rota

Main Role Responsibilities

How you approach your work

- 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.
- Support the Service Manager to ensure we maximise rental income, monitor rent payments and that all residents complete and submit a housing benefit application form (or equivalent) in a timely manner
- Establish clear professional boundaries with the people we support.
- Actively practicing person-centred planning and unconditional positive regard.
- Take a Psychologically Informed Environment (PIE) approach.
- Take a Harm Reduction approach to managing relationships with people who use substances
- Advocating on behalf of the people we support.
- Manage diary and time effectively to ensure that the service links people with community-based support and outreach when required
- Maintain a safe environment for those we support, colleagues and others.
- Promote involvement in the improvement and development of the service from the people we support.
- Work in line with safeguarding, confidentiality and GDPR policies

Being Part of the Right There Team

- Promote Right There services positively and 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 organisation's development and improvement.
- Schedule, plan, participate in and lead 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.
- Strive for continuous personal and professional development.
- Engage with any organisational initiatives or working groups

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 membership is updated and any attributed costs are paid for.

Essential skills and experience



- ✓ SVQ level 3 Social Services and Health Care or SCQF equivalent (or are willing to work towards)
- ✓ Possession of, or willingness to undertake, additional management supervision qualification, specifically for a supervisor of a care service .e.g. PDA Health and Social Care Supervision
- ✓ Experience of supervising/leading a team within a Health and Social Care setting or demonstration of leadership skills
- ✓ 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 influence and inform good working practices
- ✓ 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 homelessness, housing support and social care
- ✓ Skills and ability in effective time management and working to deadlines
- ✓ Ability to compile comprehensive reports as required
- ✓ Working knowledge of SSSC Codes of Practice and Care Inspectorate Standards
- ✓ Computer literate and competent with Microsoft Office software package
- ✓ Ability to ensure the service is delivered in accordance with corporate policy and Association objectives

Desirable skills and experience



- ✓ Recognised relevant professional qualification eg Social Work, Housing
- ✓ Experience of using management information tools for social care
- ✓ Understanding of the principles of working within a Psychologically Informed Environment (PIE)
- ✓ First Aid Certificate
- ✓ Counselling skills in drugs, alcohol and mental health
- ✓ Knowledge of local resources and programmes
- ✓ Experience of crisis work with vulnerable people
- ✓ Other relevant training

Role Details

Contract: Full time, permanent, 39 hours per week.
Salary: SCP 25-28 (£32,761 - £36,002 per annum)
Reporting to: Service Manager

- Working hours are 39 per week worked Monday to Friday between the hours of 09.00am and 10.00 pm in shifts defined by your line manager depending on the needs of the service. Flexibility is required to work evenings and weekends depending on the needs of the service.
- Your core place of work will be 42 Chalmers Road, Ayr, KA7 2JQ
- 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 auto-enrolment criteria. Deductions will be taken in 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

01 Contractual benefits

- **Flexible working** around programme needs.
- **Above Real Living Wage** + Christmas/New Year rota overtime.
- **Jury duty** topped up to full pay.
- **Annual leave:** 6 weeks → 8 after year one; buy or sell 5 days.
- **People's Pension** from day one if eligible; employer and employee each contribute 5%.
- **Life insurance:** 4× salary through the YMCA scheme.

03 Development & wellbeing

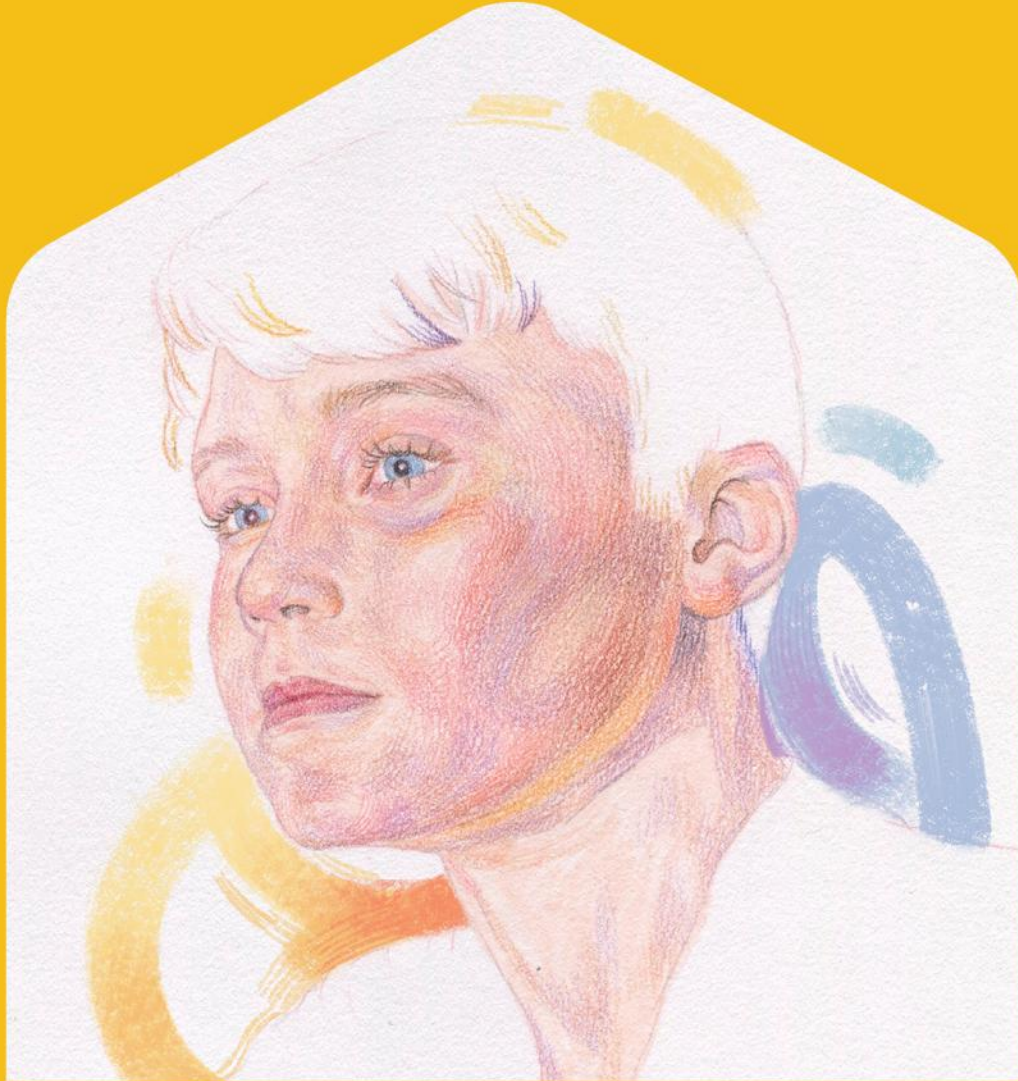
- **24-hour support** through our Employee Assistance Programme, Wellbeing Hub and self-care resources.
- **Mentoring platform:** take part as a mentee, mentor or both.
- **Learning and growth:** People First trauma-informed training plus an annual role-relevant development plan.
- **Funded qualifications:** SVQ levels 2, 3 and 4 for appropriate roles.

02 Enhanced leave

- **Maternity, adoption and shared parental leave:** 26 weeks full pay, then 26 weeks half pay.
- **Paternity leave:** 4 weeks paid.
- **Compassionate leave:** up to 5 paid days after a loss or serious illness of a loved one.
- **Neonatal care leave:** up to 12 weeks full pay for those who qualify, inclusive of statutory pay.
- **Parental bereavement leave:** 2 weeks full pay.

04 Everyday extras

- **Health Shield:** monthly plan with GP Anytime and support towards dental care, glasses, massage and physiotherapy.
- **Save and travel:** Cycle to Work and Glasgow Credit Union offers for people in Glasgow "G" postcodes.
- **Rewards:** £100 Refer a Friend payment (conditions apply).
- **Discounts:** Blue Light Card (£4.99 for two years; 15,000+ offers) and Company Shop.
- **Live events:** enter Concerts for Carers ticket draws.



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.**