

Right There

Job Pack

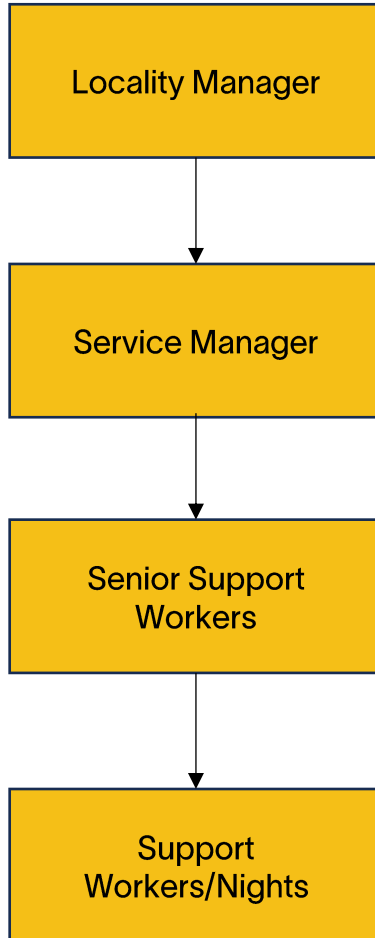
Support Worker (Nights)

(June 2025)

Preventing
homelessness,
one person
at a time

Job Purpose

Support Worker Nights



Our Programme

Supported Accommodation Glasgow programme provides a safe, secure, 24-hour supportive service to 26 young people experiencing homelessness in the Glasgow area. The accommodation is safe and homely for the people we support many of whom have experienced significant trauma throughout their lives.

The nightshift support worker will be expected to ensure the wellbeing of the people we support, maintain building security, respond to emergencies and record all relevant information to ensure continuity of support.

Why Join Right There?



“Working night shifts at Right There has been a rewarding experience. The role allows you to make a real difference in young peoples lives while being part of a supportive and compassionate team. There is a strong sense of belonging and purpose, and you are always encouraged to grow and develop.”

Job Title – Night Support worker

Department – Glasgow Supported Accommodation

“Working as a nightshift support worker can be both a challenging and meaningful role. It is not just about being present during the night, it is about walking alongside the young people on their individual journeys, offering a listening ear during their toughest moments and creating a space where they feel safe, seen and heard. The job can be emotionally demanding at times, but the strength and compassion of the staff team makes a huge difference. There is a real sense of support amongst colleagues. Ongoing training helps us grow both professionally and personally”

Job Title – Night Support Worker

Department – Glasgow Supported 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

- 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.
- Establish clear professional boundaries with the people we support.
- Advocating on behalf of the people we support
- Actively practicing person-centred planning and unconditional positive regard
- Taking a Psychologically Informed Environment (PIE) approach.
- Carry out regular welfare and security checks during shift
- Work in line with safeguarding, confidentiality and GDPR policies
- Provide appropriate levels of high-quality support to those we support.
- Accurately record matters relating to the wellbeing of those we support.
- Completing incident reports to a high standard and following the correct sharing and escalation process
- Having detailed knowledge of other relevant programmes and signpost and refer to other agencies as appropriate.
- Handover relevant information to oncoming staff to ensure continuity of care and support
- Manage health and safety/fire safety controls within the programme as guided.
- Maintaining a safe environment for those we support, colleagues and others.
- Undertaking household domestic duties to maintain the accommodation to a high standard
- Actively contribute to your programme and the organisation's 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 programmes 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.

Essential skills and experience



- ✓ Qualified to SVQ2 in Social Services and Healthcare or SCQF equivalent or willing to work towards this
- ✓ Ability to ensure the programme 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 and programmes
- ✓ Computer literate and competent with Microsoft Office software package
- ✓ Flexibility with regards to working patterns
- ✓ Ability to respond at short notice to crisis situations

Desirable Knowledge



- First Aid Certificate
- Other relevant training
- Counselling skills in drugs, alcohol and mental health
- Knowledge of local resources and programmes
- Experience of working in a similar environment
- Experience of crisis work with vulnerable people

Role Details

Contract: Full time, permanent, 39 hours per week.
Salary: SCP 21-24 (£29,229 - £31,792 per annum)
Reporting to: Senior Support Worker

- Your normal place of work will be 95 Panmure Street, Glasgow, G20 7SJ
- 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 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.
- 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

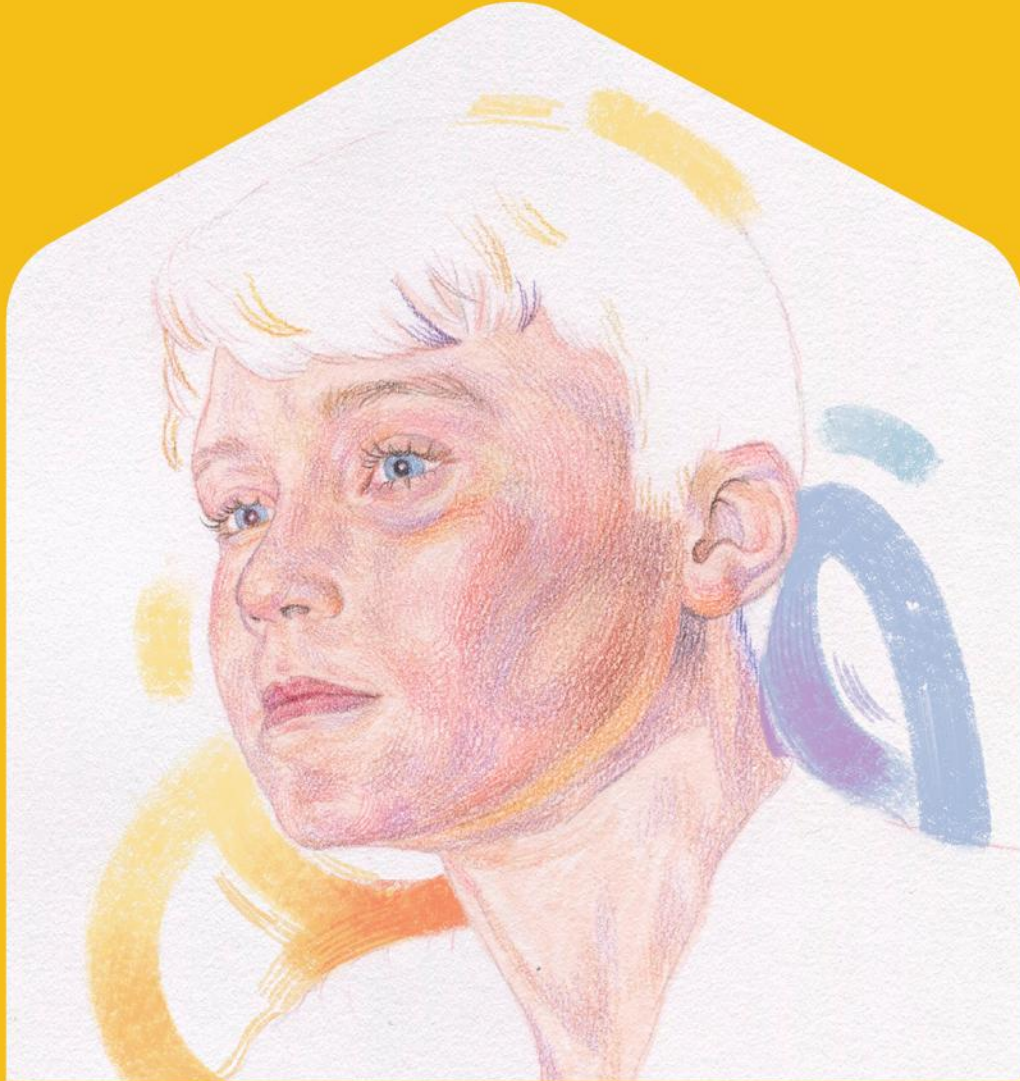
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development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