

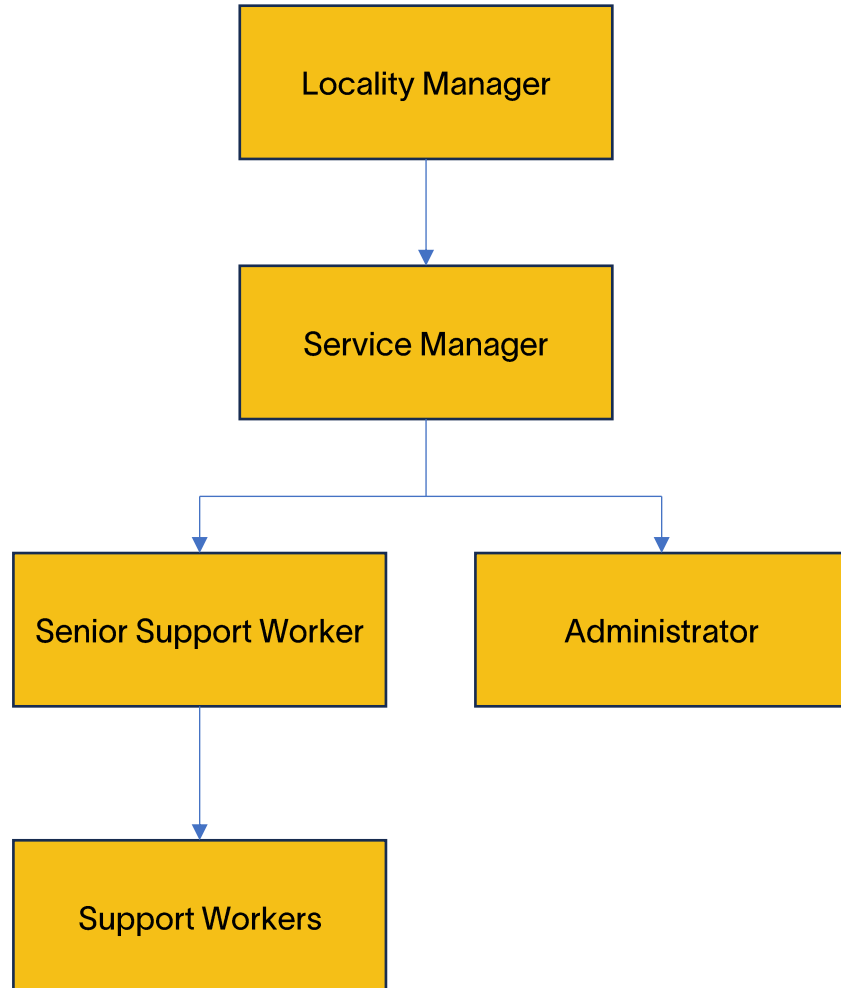
Right There

Job Pack
Senior Support Worker
Outreach Edinburgh
(October 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Senior Support Worker Outreach Housing Support Edinburgh



Our Outreach Edinburgh programme supports people aged 16+ transitioning from homelessness into longer-term accommodation, and people at risk of becoming homeless. Every person's story is unique, so we tailor our response to the individual; the person always comes first.

We offer emotional support around health and wellbeing, and practical help with managing finances, building supportive relationships and accessing further support, in people's own homes or in their communities. We build relationships on trust, to grow resilience and independence.

The Senior Support Worker leads a team of Support Workers to deliver a high-quality service.

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

People Management:

- Communicate well and build positive, supportive relationships with your team, colleagues, people we support and other professionals.
- Lead regular team meetings and provide regular support and supervision, including wellbeing, appraisals and personal development plans.
- Manage day-to-day staffing issues and colleague concerns, including performance, absence and time management, escalating complex cases to the Service Manager.
- Recruit safely and lead the induction of new Support Workers.
- Co-ordinate rota planning and cover with the Service Manager, ensuring all shifts are covered.
- Contribute to fact-finding and related processes where conduct concerns arise, in line with policy and working with the Service Manager and HR.

Leading Practice:

- Lead and coach Support Workers, including in key work meetings, to deliver person-centred, trauma-informed support with unconditional positive regard and a Psychologically Informed Environment (PIE) approach.
- Lead case management meetings, ensuring support plans, risk assessments and Keeping Yourself Safe plans are current and used.
- Develop staff skills in assessment, support planning and risk assessment.
- Lead life skills and wellbeing work across the caseload, such as budgeting, shopping, cooking and home maintenance.
- Advise on housing options and welfare benefits, including benefit forms and maximising income, as a point of reference for colleagues.

Main Role Responsibilities

Leading Practice (continued):

- Maintain and share knowledge of external programmes and referral routes, and help people we support engage in their community and access other agencies.
- Lead on complex or higher-risk moves from temporary to permanent accommodation, advising colleagues where needed.
- Champion a people-led, People First culture, advocating for people we support and involving them in improving the programme.
- Lead the team's response to complaints, concerns and incidents, using de-escalation and trauma-informed approaches, and refer formal investigations to the Service Manager.
- Model good practice and clear professional boundaries through some direct, in-person, trauma-informed support and field work, as agreed with the Service Manager.

Responsibility to the programme:

- Lead the delivery of the programme, overseeing referrals and ensuring contract, service and performance outcomes are met.
- Ensure the service meets Right There policy, statutory frameworks and Care Inspectorate standards.
- Audit case files and quality-assure documentation, ensuring records, case notes and reporting are accurate and on time.
- Compile Right There KPIs and any required local authority returns/reports, and support the Service Manager with reporting required Care Inspectorate notifications.
- Support business planning, follow financial processes and prioritise financial resources appropriately.
- Collaborate with partner agencies, including Local Authority, Social Work and Housing providers, as the programme is delivered in partnership, representing Right There positively.

Main Role Responsibilities

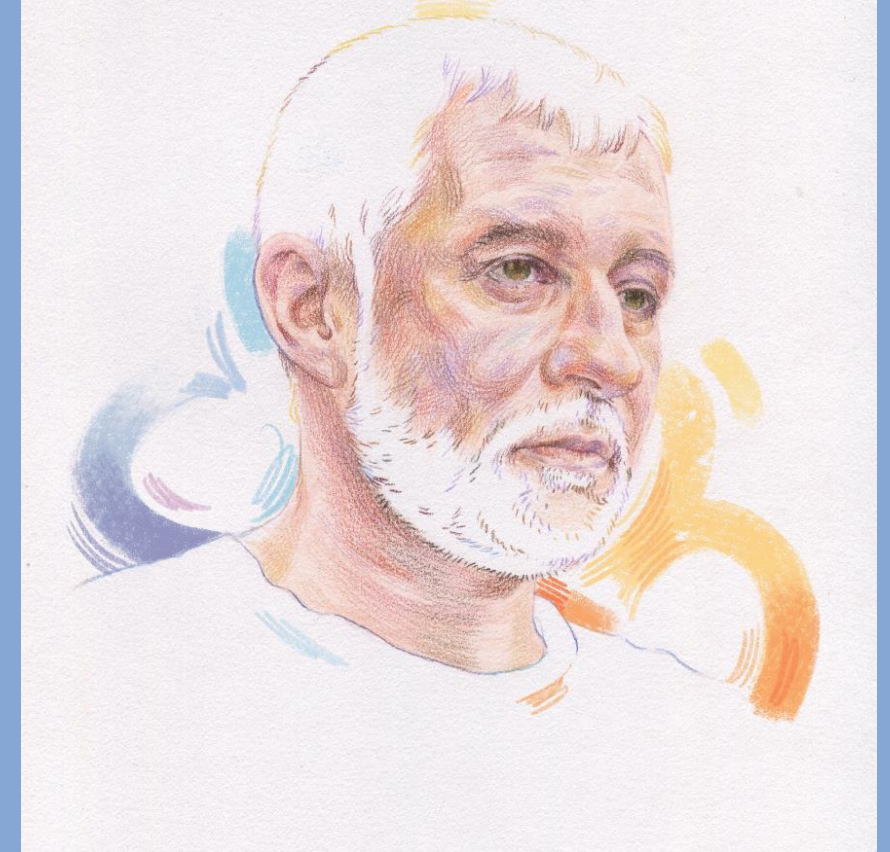
Being a part of the Right There team:

- Take responsibility for your own and your team's learning and development, encouraging reflective practice and sharing learning.
- Be a visible, proactive team member and role model, contributing to organisational improvement, feeding back on policies and procedures, and leading initiatives or working groups.
- Adhere to Right There policies and procedures, SSSC Codes of Practice, Health and Social Care Standards and Health and Safety legislation.
- Apply safeguarding principles and professional integrity at all times.
- Register with required bodies and keep membership up to date, with associated costs paid for.
- Take part in the 24/7 on-call rota.

Essential skills & experience

What you'll bring

- ✓ SVQ Level 3 in Health and Social Care (or working towards it), or significant equivalent experience.
- ✓ Experience of working with vulnerable people, ideally people experiencing homelessness or housing instability.
- ✓ Knowledge of housing and homelessness legislation and policy, and of housing and other benefits, so you can advise colleagues and the people we support.
- ✓ Working knowledge of SSSC Codes of Practice and Care Inspectorate Standards.
- ✓ Understanding of safeguarding, child and adult protection, and confidentiality.
- ✓ Awareness of drugs, alcohol and mental health, adolescent development and the impact of trauma.
- ✓ Confidence de-escalating conflict, and supporting colleagues to do the same.
- ✓ Clear written and spoken communication, including report writing and accurate record-keeping.
- ✓ Good time management and caseload oversight, working to deadlines across a team.
- ✓ Ability to make sure the service follows Right There policy and objectives, and to influence good working practice.
- ✓ Knowledge of local resources and programmes, as a point of reference for the team.
- ✓ Confidence with Microsoft Office / MS 365.
- ✓ First Aid awareness (or certification) and awareness of housing protocols.
- ✓ Flexibility with working patterns.



Desirable knowledge

Helpful experience that will strengthen delivery and complement your essential skills.

- ✓ Experience, in a similar environment, of managing, mentoring, coaching and supervising colleagues, including day-to-day staffing issues and building and developing a team of direct line reports, ideally within the Third Sector.
- ✓ Understanding of Psychologically Informed Environment principles and how they shape practice.
- ✓ Awareness of issues facing young people seeking asylum in the UK.
- ✓ Ability to respond at short notice to crisis situations.

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 25-28 (£29,401 - £32,310 per annum)
Reporting to: Service Manager

- Working hours are worked Monday to Friday and flexibly between the hours of 09.00am and 5.00pm depending on the needs of the service, with 1-hour unpaid break, plus participation in the 24/7 on-call rota.
- Your core place of work will Pilton Community Health 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 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

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

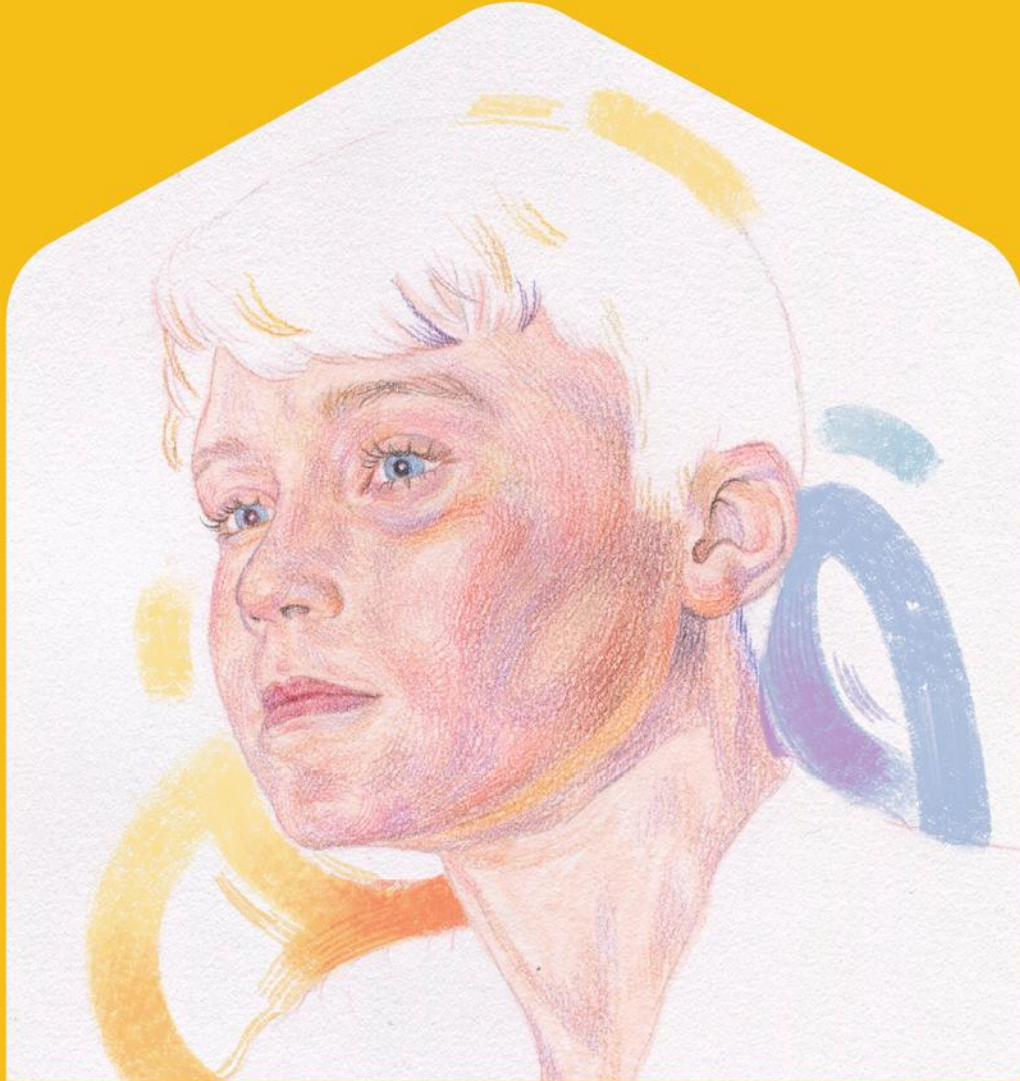
- **24-hour support** through our Employee Assistance Programme, Wellbeing Hub and self-care resources.
- **Mentoring platform:** take part as a mentee, mentor or both.
- **Learning and growth:** People First trauma-informed training plus an annual role-relevant development plan.
- **Funded qualifications:**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