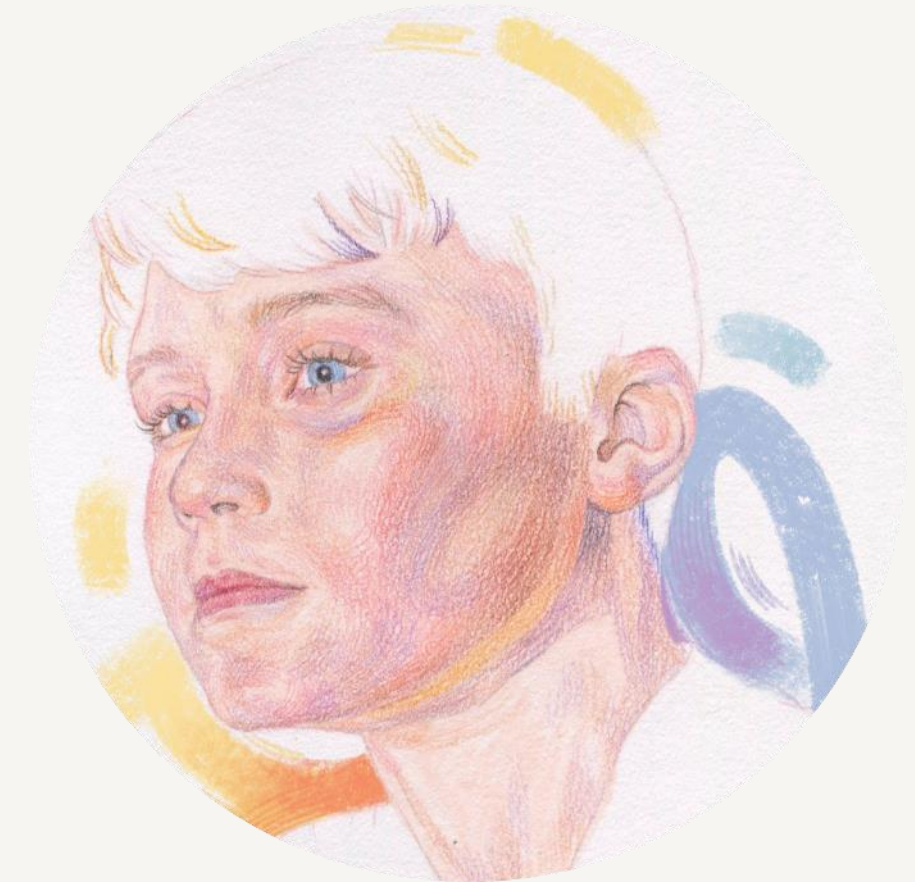


Right  
There

Job Pack  
Outreach Housing Support  
South Lanarkshire  
(October 2024)



# Job Purpose

## Support Worker – Outreach Housing Support South Lanarkshire

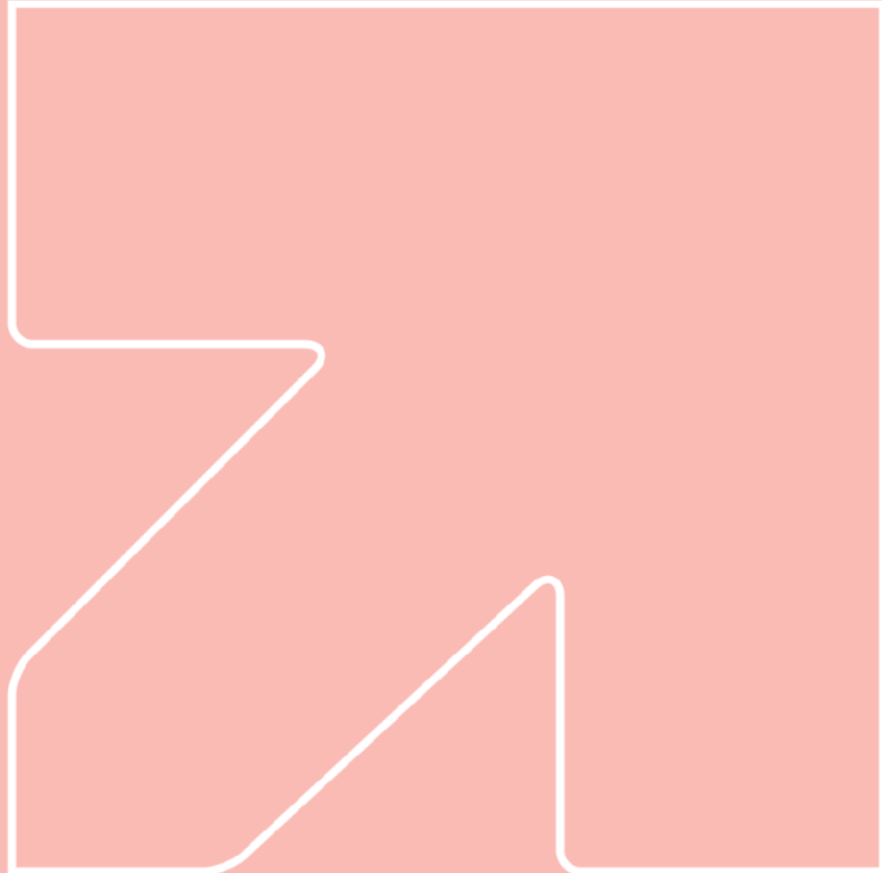


### Summary of the purpose of the role

Being a support worker allows you to join a team that is committed to working towards ending homelessness in South Lanarkshire. Our work is focused on supporting individuals who are homeless or at risk of becoming homeless by offering high quality Outreach support in the community. We look to meet people where they are on their journey, without judgement and support individuals to find suitable long-term accommodation.

The programme works in partnership with South Lanarkshire Council and other agencies to provide the best possible support to people. The people we support are at the heart of everything we do, and we adopt a truly person-centred approach to foster trusting and healthy relationships, enabling people to regain control of their lives.

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# About Right There

We are Right There, a charity that provides 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.

Rooted in the hearts of local communities across Scotland, we support people on their journey to creating a safe, supportive place to call home. We help individuals and families affected by homelessness and improve mental health and wellbeing through mentoring and counselling.

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.

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.

Our community roots as a charity go back almost 200 years. We believe our work is more important than ever and we are looking to grow our support (no matter how big or small), so we can prevent more people becoming homeless and being separated from the people they love.



# Our key areas of focus



## For People

Providing counselling, mentoring and tailored family support for those at risk of social inequalities.



## At Home

From emergency accommodation to housing support – we provide safe and supportive places to call home.



## In The Community

We equip people to live independently and build stronger 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.

# Roles & Responsibilities

## **South Lanarkshire Housing Support – provide a tenancy support service:**

- Manage a case load of people we support in the community to transition from temporary to permanent accommodation or to maintain their tenancies.
- Work in partnership with South Lanarkshire Council and other agencies to provide the best possible support to individuals.
- Effectively case manage your own cases and work effectively with the team to ensure that all people we support receive the right level of support.
- Ability to work flexibly across our IS1- Targeted Support Service and IS2- Wrap Around Housing Support Service.
- Take responsibility and ownership of required paperwork, ensuring that this is completed to a high standard under the agreed time frames.
- Take an active role within the team, taking part in team meetings, reflective practice, support and supervision sessions and attending our Community Hub with people we support.
- Maintain regular contact with people we support through a combination of face to face and over the phone support.

## **Responsibility to the People we Support:**

- Arranging and facilitating weekly meetings to develop and implement support plans in collaboration with the people we support to meet their individual needs and develop their ability to independently manage in their tenancy.
- Developing life skills with the people we support including how to maximise income, helping them become involved in meaningful activities and engaging with their community, budgeting, shopping, cooking and any other skills that aid independence.
- Offer Intensive Housing Support to help the people we support manage their responsibilities as tenants and help people move towards securing permanent accommodation.
- Assist the people we support to engage and integrate into the local community and become active citizens.
- Provide a safe space for the people we support to discuss their health, past trauma and experiences while offering emotional support.
- Provide the required support with focus on 'customer service', contribute towards creating a Psychologically Informed Environment (PIE) and utilising a People First person centred approach
- Develop positive, respectful, and compassionate relationships with the people we support, focusing on their strengths and aspirations as individuals.
- Embracing a person-centred style of support planning with the involvement of people we support ensuring that their voice is captured, and they are working towards goals they have identified.
- Advocate for the People we Support when required and amplifying their voice.
- Ensure the people we support are aware of service provision and signposted or referred to other agencies as appropriate
- Support individuals to manage their income through advice and guidance and aiding with maximising income such as supporting people to set up Universal Credit claims when needed and applying for other eligible benefits.
- Commitment to championing the rights of those we support

### Being a part of the Right There team:

- Positively Represent Right There to other agencies or services including Local Authority, Housing Services, Social Work and other relevant services.
- Be a proactive team member actively contributing to your service and the organisation's development and continuous improvement working collaboratively with your colleagues across the organisation.
- Have a high standard of professional integrity with colleagues, people we support and other providers, always upholding clear professional boundaries.
- Understand and respect the importance of confidentiality
- Ability to work towards performance targets to achieve agreed results
- Participate in meetings, training and reflective practice, share your learning experiences and strive for continuous personal and professional development
- Invests sustained effort in making a significant impact on service 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

- ✓ SVQ Level 2 or willing to work towards this
- ✓ Knowledge of current issues, relevant legislation and policies relating to housing and homelessness
- ✓ Knowledge of Housing and other benefits
- ✓ Experience of crisis work with vulnerable groups with experience of deescalating potential conflict situations
- ✓ Ability to understand and consider the views, concerns, and needs of others when taking action
- ✓ Demonstrable communication skills
- ✓ Ability to work cooperatively with others as part of a team demonstrating commitment to group objectives supporting and mentoring colleagues, as and when required
- ✓ Skills and ability in effective caseload management, time management and working to deadlines
- ✓ Ability to ensure the service is delivered in accordance with Right There policy and objectives with a culture of safety, fairness, and inclusiveness.
- ✓ Ability to create an environment which promotes co-operation, trust, and open exchange of ideas Computer literate and competent with Microsoft Office Software package
- ✓ Ability to compile comprehensive reports as required in line with organisational policy
- ✓ Driving license and access to a car for work purposes with ability to travel within agreed geographical area
- ✓ Flexibility with regards to working patterns and ability to respond at short notice to crisis situations



# Essential Knowledge

- ✓ Awareness of First Aid/ 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 the impact of trauma
- ✓ Knowledge of safeguarding and working within adult protection policies and procedures.

# Desirable Knowledge

- ✓ Knowledge of the application of Psychologically Informed Environments (PIE) within the work environment
- ✓ Knowledge of local resources and programmes



## 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.

# Role Details

**Contract:** Full time, permanent, 39 hours per week.  
**Salary:** SPC 19-22 (£23,660 - £25,328 per annum)  
**Reporting to:** Senior Support Worker

## What you can expect from us

We value our staff as our greatest asset and will provide the following working conditions:

- Working hours are 39 hours per week worked across a shift pattern of 4 days over 7
- Your core place of work will be Brandon House, office 6, Brandon street, Hamilton ML3 6DA. You are also required to work in the local community, and you will be paid travel expenses from your usual place of work and appointments undertaken in the course of your duties. Alternatively, you may choose to work remotely from your home address where appropriate, working arrangements must be agreed with your line manager based on the needs of the service.
- 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 in the month that you will complete 3-months of employment, 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.

# Our People Benefits



We know how dedicated our people are and we want to help you achieve a good work/life balance – and make it easier to enjoy life's special moments!

That's why we've got a range of enhanced family-friendly and wellbeing benefits to give you some well-deserved perks of being a Right There employee.

## Benefits include:

- Hybrid working – work where is best for you and your role
- Enhanced maternity, paternity, adoption, and shared parental leave
- Employee 24-hour counselling and wellbeing services
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase up to 5 more days)
- Life insurance 4x your salary
- Dedicated training and development plans
- Cycle to work scheme

Read more about our benefits by visiting [rightthere.org](https://rightthere.org)

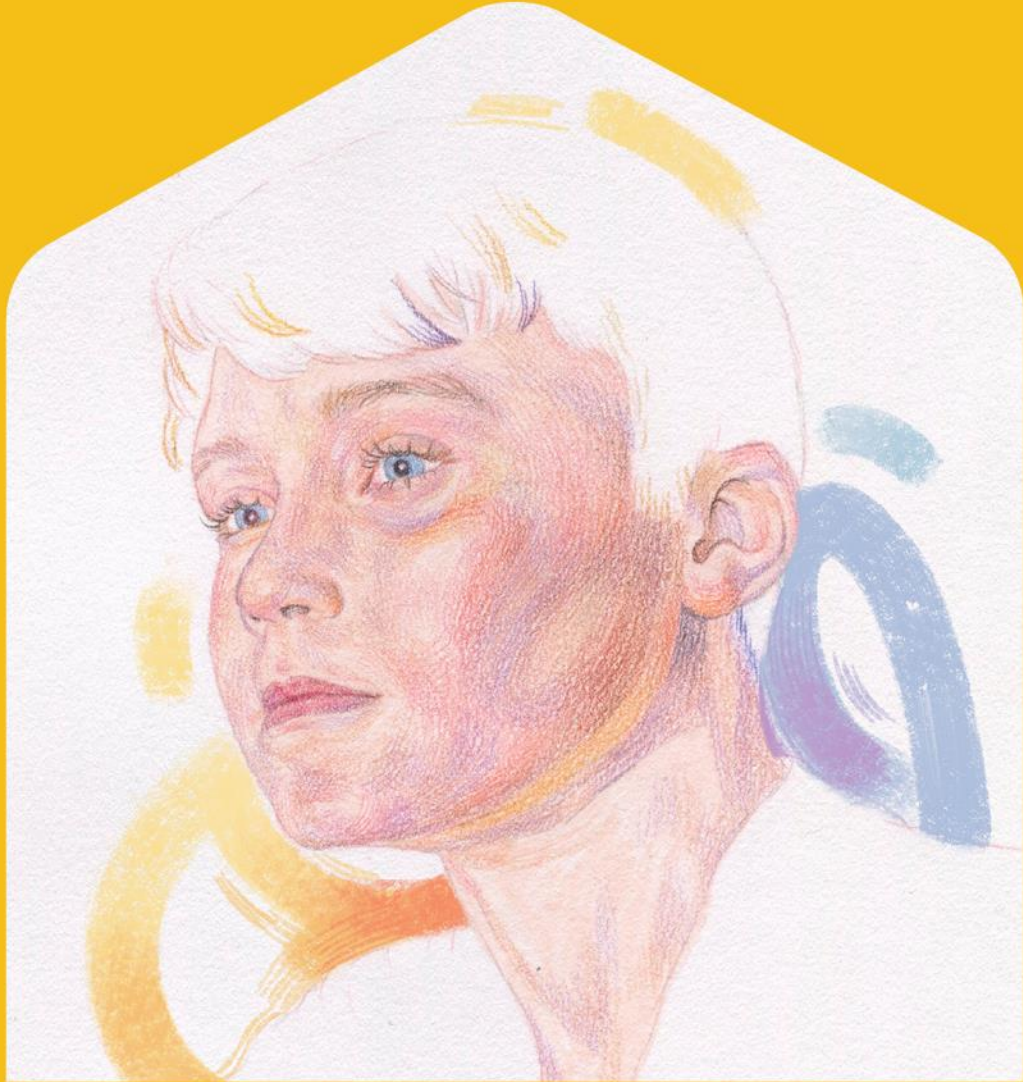
# Right There

## How to Apply

To apply send your CV and a cover letter outlining why you want to work with us, and how you meet the experience, skills and behaviours expected for this role.

Deadline 5pm on Friday 25<sup>th</sup> October 2024

Email [recruitment@rightthere.org](mailto:recruitment@rightthere.org)



[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.**