



Livingston James

Right
There

Right
There

Position Profile

**Head of Homelessness
Prevention**





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Welcome Note



Thank you for your interest in the role of Head of Homelessness Prevention at Right There.

We are delighted to be recruiting to this newly created role that will form part of a small Senior Management Team T. Having celebrated our 200-year anniversary in 2024, Right There is looking ahead and is seeking to ensure we can provide the right support, in the right place, at the right time for everyone that needs it.

We believe everyone deserves an equal chance to create a safe and supportive place to call home, and we walk alongside people to achieve that. Scotland is experiencing a housing emergency, which is causing more people to need the support we offer. This is happening within a backdrop of financial constraints and limited public sector resources, so this is a challenging time for not only the people we support, but the sector we operate in too.

As part of our strategic plans for growth and to deliver the best possible support across our programme areas, we have chosen to create three new Head of Service roles to equip our programmes with the expertise, strategic focus, and capability needed to thrive.

As our Head of Homelessness Prevention, you will help to prevent homelessness, one person at a time by ensuring Right There continues to provide both tailored and emotional support to help individuals build a stable and secure life, supporting them to achieve their goals – no matter how big or small. This role should maintain our high standards of service delivery, ensure service-related governance and compliance and motivate and drive our teams across the geographical areas we operate. Developing new partnerships, identifying opportunities across the sector and contributing towards our strategic presence will contribute to the ambitions and impact of Right There.

If you share our passion for supporting those people currently homeless or at risk of becoming homeless and bring operational expertise in leading innovation, driving service improvement, and embedding data-driven decision-making to enhance both service effectiveness and impact, we would love to hear from you.

Good luck with your application.

Renzo Cardosi
Director of Programmes



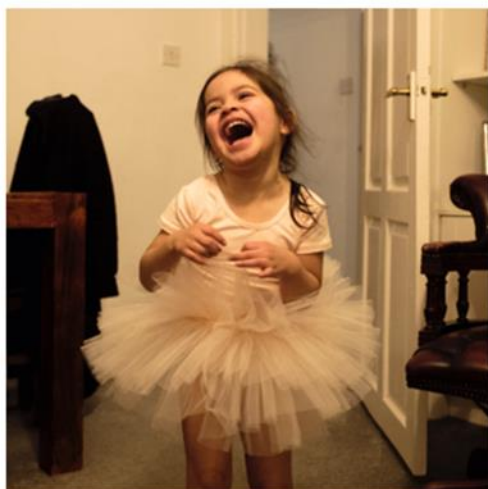
We are Right There and recently celebrated our 200th anniversary in 2024. We provide tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns. Last year we supported almost 4,000 individuals, 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 3 Programme Areas



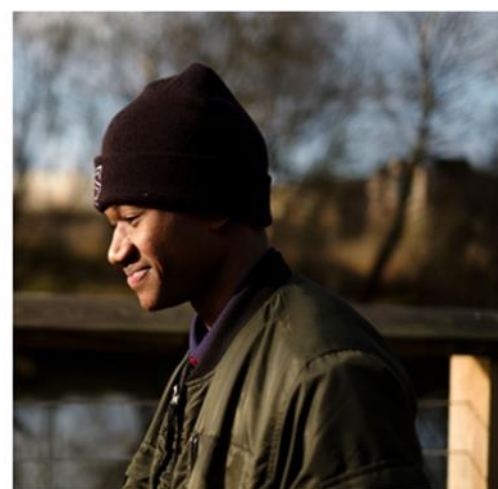
For People

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.



The current **programmes** under the role of Head of Homelessness Prevention include:

At Home: Right There provides safe and supportive places to call home for people of all ages, focusing on preventing homelessness and offering tailored support, including 24-hour accommodation, practical advice, and emotional support to help individuals build a stable and secure life.

In the Community: Working with people in their homes and through community outreach provision, Right There provides housing advice such as how to set up payments or register with a GP whilst connecting people with specialist services within their local communities, including mental health, wellbeing, drug and alcohol, or family support services.

Supported Accommodation: For young people leaving care or at risk of homelessness, Right There provides a flat to call their own, while helping develop practical life skills. Our friendly team are always there to offer emotional support to help them achieve their goals – no matter how big or small.





Our Vision:

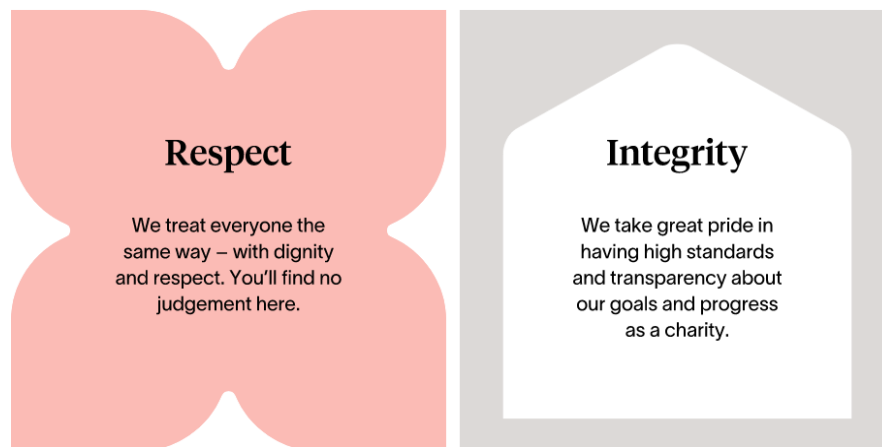
A world where everyone has an equal chance to create a safe and supportive place to call home.

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.

Our Values

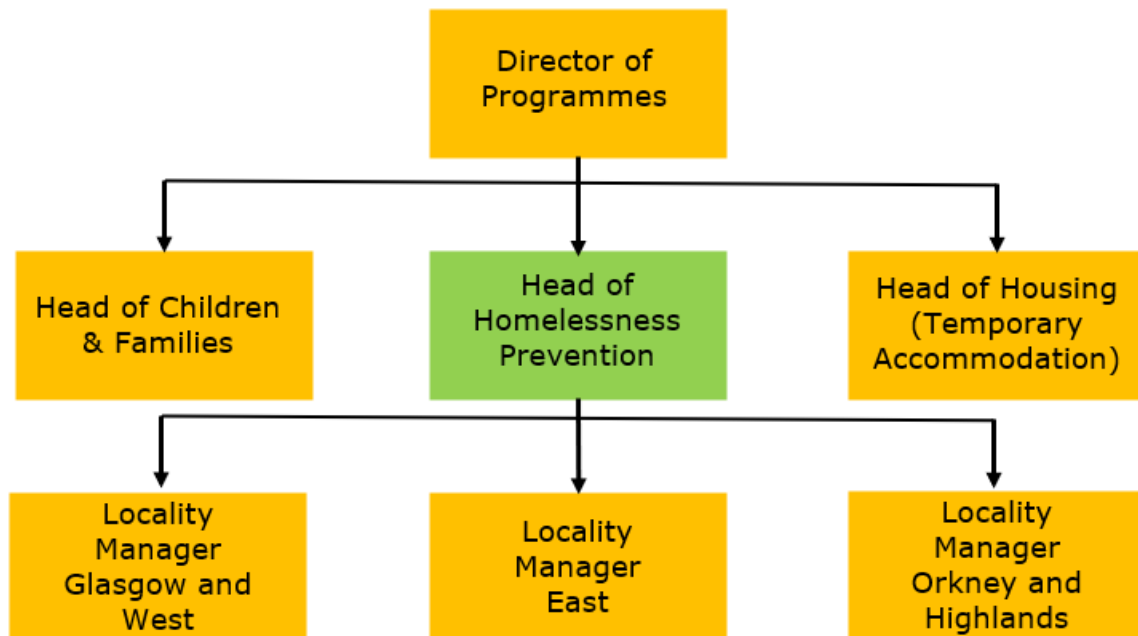
At the heart of Right There are our values. And we are proud to live these every day; to be the best we can be for those involved in our work.





Job Title:	Head of Homelessness Prevention
Reports to:	Director of Programmes
Location:	Glasgow

NB: Right There embraces agile working for all employees, with an expectation that this individual would be in the Glasgow office c2-3 days a week when not visiting our programmes



In this newly created and business-critical role, you will lead and manage both delivery and growth of Right There's Homelessness Prevention programmes whilst also leading the ongoing development of our Supporting Accommodation and Outreach programmes.

To have a **positive impact** in the role you will:

- Developing and implementing a strategy for Right There's Homelessness Prevention programmes that reflects the needs of the people we support, commissioners, and the wider policy landscape
- Work closely with the Director of Programmes to expand existing services and create new, person-centred, sustainable models, while ensuring effective financial management, resource allocation, and service delivery
- Strengthen networks and partnerships, collaborating with key stakeholders to enhance support for young people and families through targeted, impactful interventions
- Monitor external trends and opportunities, conducting regular horizon scanning and environmental analysis to anticipate changes in demand and identify opportunities for growth across Scotland



- Act as a key ambassador, raising awareness of Right There's mission and work at both local and national levels, cultivating relationships that advance our influence and reach
- Enhance impact measurement, developing systems and processes that drive a culture of continuous improvement, data-driven decision-making, and meaningful impact reporting
- As an active member of the Senior Management Team, you will work collaboratively and directly contribute to the development and execution of strategies that align with Right There's five-year strategic plan
- Champion Right There's vision, mission, and values, fostering an inclusive, purpose-driven culture that supports the achievement of strategic objectives





Strategic Leadership & Management

- Provide strategic and operational leadership for the Homelessness Prevention team, you will harness and develop the full potential of managers and staff (c35 staff) under your remit, ensuring both team and individual performance is evaluated
- Support a culture of performance and contribution, ensuring that all Homelessness Prevention managers and staff are accountable for delivering on our annual business plan
- Embed a culture of partnership working throughout the Homelessness Prevention team, taking account of the needs of the people we support and commissioners, creating and maintaining collaborative working relationships across the organisation
- With accountability for the financial performance, qualitative outcomes, feasibility and delivery budget, project management and risk management, you will monitor and report on performance (KPIs) and progress
- Report and advise on service development potential together with future opportunities and risks. Develop business case justifications together with respective cost/benefit analysis
- Be accountable for all current and new commissioned contracts and agreements with public sector commissioning partners - contributing toward the submission of linked grants and bids which will benefit the service as appropriate
- Act as a leadership voice and visibility presence for Right There's Homelessness Prevention function, both outward facing and within the organisation

Compliance & processes

- Accountable for regulatory (including safeguarding) legislative and due diligence requirements
- Lead on all aspects of Homelessness Prevention regulation, anticipating change and future proofing systems and team practices
- Develop and oversee a performance management framework for the Homelessness Prevention function, placing the people we support at its centre
- Accountable for appropriate and accurate reporting and data analysis on the programme data as required internally and externally

Stakeholder Engagement

- Lead Right There's partnership working arrangements with external commissioners, and delivery partners. Moving Right There's Homelessness Prevention provision to one of a can-do approach underpinned by clear systems and processes for audit and review
- Be accountable for all current and new commissioned contracts and agreements with public sector commissioning partners - contributing toward the submission of linked grants and bids which will benefit the service when appropriate
- Facilitate and participate in any working groups, consultative groups and partnership forums as required to meet service development and accountability requirements
- Represent Right There as required, e.g. Representing Right There to other agencies / services, including Local Authorities, Social Work, Housing and Homelessness Services and other relevant services



With significant leadership experience and a strong background in delivering Homelessness services and support, the successful candidate will have a proven track record in building and maintaining strategic partnerships with local authorities, funders, commissioners, and partner organisations.

A strategic thinker with a solutions-focused approach, you will be able to navigate complexity and drive sustainable growth. Passionate about both supporting those people currently homeless or at risk of becoming homeless, you will bring expertise in leading innovation, driving service improvement, and embedding data-driven decision-making to enhance both service effectiveness and impact.

Key Skills and Experience

- Experienced in leading high-performing teams, embedding a culture of continuous improvement, professional development, and accountability
- The ability to develop and execute a clear strategy for Homelessness Prevention services aligned with organisational objectives
- Experience of managing services in partnership with other providers
- Knowledge of policy, legislation, and best practices affecting children, young people, and families in Scotland
- The ability to align services with statutory requirements, safeguarding standards, and national/local priorities
- Skilled in financial oversight, budgeting, and resource management, ensuring service sustainability and efficiency
- Strong communication and influencing skills coupled with the ability to effectively engage a diverse range of stakeholders and advocate for the needs of those currently homeless or at risk of becoming homeless
- Strong analytical skills
- Resilience and adaptable – capable of working in a dynamic and agile environment
- A commitment to equity, diversity, and inclusion, ensuring services meet the needs of diverse families





Salary:	£53,200 – 58,630 per annum
Company Pension:	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
Holiday Entitlement:	30 days year 1 and rising to 40 days year 2, inclusive of public holidays
Additional Benefits:	Read more about our benefits by visiting https://rightthere.org/

The Recruitment Process

Interested candidates should provide a CV and covering letter, outlining their interest and suitability, to Douglas Adam at douglasadam@livingstonjames.com

First stage interviews will be conducted by Livingston James, our retained advisors, prior to discussing candidates with Right There at the shortlist meeting.

Right There is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

