

Overview

Home Secure Argyll is one of 15 pilot projects across Scotland, funded by Scottish Government to support the implementation of the new Ask and Act duties, part of the Housing (Scotland) Act 2025. The pilot provides a unique opportunity to innovate and shape the delivery of Scotland's homelessness prevention approach in a rural setting. Led by Argyll and Bute Citizens Advice Bureau in partnership with statutory services, housing associations, specialist support providers, and local community organisations, this project takes a proactive, person-centred approach to preventing and reducing homelessness.

This is a unique opportunity to shape the delivery of Scotland's groundbreaking homelessness prevention approach in a rural setting, working within a multi-agency partnership to deliver early intervention before crisis occurs. The Housing Support Link Worker plays a central role in identifying people at risk of homelessness and helping them access the right support at the right time.

As a Housing Support Link Worker, you will work within Housing Support teams in Oban and Dunoon to support early intervention. You are a key contact for partner organisations, helping them identify and refer individuals who may be at risk, then following up to carry out initial assessments, build trust with individuals, and support them to navigate available housing and support services.

A Housing Support Link worker is also responsible for attending and facilitating drop-in sessions and community events to increase early identification and ensure people receive timely support—working collaboratively with Support Practitioners, CAB colleagues, Housing Associations and wider partners to develop clear referral pathways.

Engagement with people who use the service—through conversations, focus groups, and questionnaires—to shape and improve delivery as well as promoting Carr Gomm's values of Choice, Control, Interdependence, Kindness and Compassion, Respect, Openness, and Honesty in all aspects of your work are crucial to this role.

Responsibilities & Success Factors

Reporting to the Operations Manager, the Housing Support Link Worker role is a Pilot scheme opening across 15 test sites across Scotland. This means that the role is being moulded and developed continually.

However, key success and responsibilities in this role will include:

- Building strong partnerships to support early intervention and reduce barriers to support.
- Helping individuals identify their priorities and personal outcomes, improving their wellbeing and housing stability.
- Advocating on behalf of people, liaising with statutory and voluntary organisations, and connecting people with appropriate community groups and support networks both locally and nationally as appropriate

- Following agreed human-rights-based processes and systems to ensure that everyone has access to the right information at the right time to make the right decisions, including completing electronic records, file notes, risk assessments, incident reports and recording sheets
- Enabling people to identify personal outcomes and priorities to improve their mental and physical health and well-being, to overcome any barriers to addressing these
- Building excellent working relationships and develop effective referral pathways to a range of service providers within the statutory/public and 3rd sector to ensure people are able to be supported to negotiate complex systems
- Attending Board meetings and prepare progress updates.
- Working alongside the in-house Housing Support team.
- Providing clear feedback to partners on emerging challenges and successes.
- Helping to identify gaps in local provision and contribute to collaborative solutions.
- Balancing competing priorities with flexibility, autonomy, and a strong commitment to person-centred support.
- Delivering specialist training with and to partner organisations.

This list is by no means exhaustive; rather it gives a flavour of the joy that can be achieved in this multi-faceted role. You will be responsible for evolving and enacting all actions to help achieve the project's aims. The ability to balance immediate priorities, maintain motivation and to push forward towards the project's longer-term goals is a must.

What we are looking for...

We're looking for someone who:

- Has experience working in communities and in partnership with a range of organisations.
- Has experience in homelessness prevention or working with people at risk of homelessness
- Is confident supporting people experiencing complex or challenging circumstances.
- Communicates naturally and professionally at all levels.
- Is proactive, motivated, and skilled at building trust and rapport.
- Brings creativity, patience, and resilience.
- Can think on their feet and adapt to varied daily demands.
- Values collaboration and enjoys contributing to service learning and improvement.
- Shares our commitment to person-centred, values-driven support.

The ability to balance immediate priorities, maintain motivation and to push forward towards the project's longer-term goals is a must.

Your benefits will include:

- £29,500 per annum (pro rata)
- 35 days holiday per year, increasing to 40 days with length of service
- Enhanced maternity, paternity, adoption, and sick leave
- A Defined Contribution pension scheme, with incremental employer contributions
- Access to the Carr Gomm App: which includes free physiotherapy, health coaching and counselling
- Free Blue Light Card (giving access to thousands of discounts and promotions)
- Membership of a credit union
- Cycle to work scheme; and more!