



Job Description: Family Support Worker

Post: Family Support Worker (35 hours per week)
Hours: 35 hours per week
Salary: Point 13-17, £22,100 - £27,012 per annum
Location: Home-based until such time as we can safely return to office working. The role will then be based within OPFS Dundee office
Reports to: OPFS Family Support Services Manager

Main Duties

The Family Support Worker will be responsible to the Services Manager of the Dundee Family Support Services for the direct delivery of services to single parent families to improve the following outcomes:

- **Parents will be better informed.** Through educating parents, building confidence, autonomy and resilience, single parents and their families will feel better able to manage challenges and barriers and develop their own lives resulting in problem resolution, positive and sustainable change.
- **Parenting and child development worries will be minimised.** Improved parental coping strategies for managing stress, wellbeing and mental health issues will mean parents will have improved parenting strategies to improve supportive family relationships, security, and stability for children.
- **Social isolation will be minimised** through increasing community engagement which will enable parents and families to develop their social skills and peer support. Families will widen their social circles of support through attendance at our activities and in their wider community and city.
- **Parents will be included and have a voice.** They will be valued and supported to meaningfully participate in shaping OPFS Dundee Family Support Services, ensuring they have the space and time to share their experience and expertise.

Specific Duties

1. **Family support:** Provide support to meet the needs of single parents and their families as early as possible, and at an appropriate level, by delivering individual and group-based support to single parents/families, through home visiting, service based and community engagement/ outreach support.
2. **Advice and Information:** Ensure single parents have access to information that they trust, is relevant to their needs and helps them make informed decisions



3. **Developing Potential:** Help single parents to identify their future goals, develop action plans and support their implementation.
4. **Assessment of need:** Participate in multi-agency forums as part of formal and informal packages of support.
5. **Service Development:** Developing and delivering services to meet the identified needs of single parents, children, and families.
6. **Networking:** Developing and maintaining effective links with local agencies relevant to single parents, including developing and delivering joint services to families/parents as appropriate.
7. **Resource Materials:** Identifying/producing relevant materials to use in parental and family support and development work.
8. **Representation:** Represent the Family Support Services and One Parent Families Scotland on relevant forums and committees. Encourage and support parent participation where appropriate.
9. **Record keeping and evaluation:** Maintaining agency records and conducting regular evaluations of work to ensure aims and outcomes are being met. This will include partnership working with parents, families and other stakeholders.
10. **Other Duties:** Any other duties as reasonably requested by the Services Manager.

The job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time.

Personal Specifications

Essential

1. **Qualification:** A relevant professional qualification, to degree level, or exceptionally a good standard of education equivalent to HNC/HND, or SVQ 3 or 4 combined with relevant experience.
2. **Interpersonal skills:** The ability to communicate sensitively and effectively with adults and children, including the ability to build good working relationships with families. Empathy, patience, good listening skills and a non-judgemental approach are integral.
3. **Family Work:** Experience of working directly with families utilising motivation/goal setting methods to achieve change.
4. **Children's Needs & Family Life:** Knowledge of the needs of children, the complexities and challenges of family functioning and parenting in contemporary society.
5. **Experience of group work:** Experience of designing/running groups and understanding of group work issues.
6. **Knowledge of other agencies:** Knowledge and understanding of the roles of other voluntary and statutory agencies relevant to lone parents and families with similar needs.



7. Excellent written and verbal communication skills;
8. IT skills commensurate to the needs of the post
9. Commitment to professional development
10. Flexibility to meet the needs of the services
11. Satisfactory Disclosure check

Desirable:

1. Experience of work with single parents: Prior experience of work with single parent families in a voluntary sector or statutory context would be helpful.
2. An understanding of current government policies and how these impact on one parent families
3. Knowledge of Welfare Benefits: it would be helpful for candidates to have a broad understanding of the benefits system as it relates to single parents
4. Experience of working with adults/youths.
5. Experience of preparing successful funding applications.
6. Driving licence and use of a car
7. Experience of developing new services
8. Experience of group work: candidates should preferably have had experience of running groups and understand group work issues
9. Driving license and use of a car:

Terms & Conditions

1. **Period of appointment:** The post is funded until 31st January 2021. Confirmation of appointment will be dependent on completion of a satisfactory three-month probation period.
2. **Salary:** OPFS salary scale points 13 – 17, currently £22,100 to £27,012
Appointments will be made at a point reflective of previous experience and salary.
3. **Hours of work:** 17.5 hours weekly with flexibility to meet the needs of clients.
4. **Holidays:** Annual leave entitlement is 25 days and 12 Public holidays pro rata.
5. **Pension:** You will be auto-enrolled from your start date. OPFS pays 7% of your salary and you pay 3%.
6. **Training, support and supervision:** OPFS is committed to the development of its staff through internal training and access to external training. We also have an annual staff appraisal system in place and all staff receive regular monthly support and supervision from their manager.



- 7. Equal Opportunities and Family Friendly Employment:** OPFS aims to be an equal opportunity and family friendly employer. We have Investors in People status and Living Wage accreditation.

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Recruitment Timetable

Closing date: The closing date is Sunday 12th July 2020 at 5pm. Please download an application from our website www.opfs.org.uk and email your completed application form to kim.mcrae@opfs.org.uk.

Interviews will take place via Zoom.