Job Description: Family Support Assistant

Post: Family Support Assistant (fixed term to 31 March 2028)
Hours: 16 hours per week, worked flexibly to meet the demands of the service
Salary: £26,077 - £28,559 (pro rata)
Location: North Lanarkshire
Reports to: North Lanarkshire Regional Coordinator

Overview

Established in 1944, One Parent Families Scotland (OPFS) is the leading charity working with single parent families in Scotland. We provide expert advice, practical support and campaign with parents to make their voices heard to change the systems, policies and attitudes that disadvantage single parent families.

We work alongside single parents and their families, placing them at the centre of everything we do. Creating ways to overcome barriers, changing their lives and fulfilling their potential. We also celebrate the many achievements of single parents and their children.

Our vision is to see a Scotland where single parent families are celebrated in all their diversity, are treated fairly and live free from discrimination and poverty.

Our mission is to amplify the voices of single parent families in their unique role as sole carers and providers and together challenge stigma, poverty and inequality to achieve change.

Our values are trust, equity, justice, collaboration and compassion. These are the principles or standards that we consider important in life. They shape behaviour and guide our decisions and actions.

Our strategic objectives shape and guide all roles at OPFS. They are the pillars that underpin all our work. We all will:

1. **Support** single parents to build on their strengths and attributes to achieve their goals.
2. **Strengthen** single parent families' wellbeing, enabling children to be happy and thrive.

3. **Influence** policies to eradicate child poverty taking an intersectional, equalities approach to policy making.
4. **Involve** single parents, experts by experience, to co-produce OPFS services and policy priorities.
5. **Challenge** societal attitudes and behaviours to fully support and respect single parent families.

Overview

The Family Support Assistant will play an important role in delivering the OPFS Support for Families Service, working alongside Family Support Workers and the wider team to ensure single parent families receive high-quality, accessible support. Working within the OPFS My Life and Me framework, the postholder will assist with family support activities, group programmes, events, outreach work, and practical support to help families achieve positive outcomes.

The role will contribute to creating a welcoming and inclusive service, supporting single parents and their children to access information, opportunities, and services that enhance their wellbeing, resilience, confidence, and social connections.

Our Support for Families Service delivers holistic support for single parents and their children, guided by the OPFS six My Life and Me priority areas: Money, Health & Wellbeing, Home, Work, Education & Training, Children, and Relationships. Through a person-centred and strengths-based approach, we provide:

Money
Support families to access information and signposting to maximise income, improve financial wellbeing, access benefits and grants, and connect with specialist financial inclusion services.

Health & Wellbeing
Assist in the delivery of activities and programmes that promote positive mental health, emotional wellbeing, confidence building, resilience and opportunities for peer support and social connection.

Home
Provide practical support and signposting to help families access housing-related information, advocacy services, and specialist support where required.

Work, Education & Training
Support the delivery of employability, volunteering, skills development, and learning opportunities that help single parents progress towards education, training, and employment goals.

Children
Assist with family support activities and group programmes that promote positive outcomes for children, strengthen family relationships, support child development, and encourage participation in activities that enhance wellbeing.

Relationships
Support the development of positive peer networks and community connections through one-to-one support, group activities, and events that reduce isolation and help families build supportive relationships.

All roles at OPFS contribute to our mission of working with and for single parent families, providing support that enables them to achieve their potential and helping create lasting solutions to the poverty and barriers facing many single parents and their children.

Key responsibilities

Family support

- Provide practical and emotional support to single parents and their children in line with OPFS values, policies, and family support processes
- Assist with the delivery of one-to-one and group-based interventions that promote wellbeing, resilience, confidence, and positive family relationships
- Support families to identify their strengths, goals, and support needs, and assist them to access relevant services and opportunities within their communities
- Encourage and support single parents to build social connections, reduce isolation, and engage in peer support opportunities

Group work and community activities

- Support the planning, organisation, promotion, and delivery of a range of group programmes, workshops, family activities, and community events
- Prepare resources, venues, materials, and refreshments required for activities and events
- Encourage participation from single parents and children and contribute to creating a safe, welcoming, and inclusive environment
- Assist with holiday programmes, family learning opportunities, wellbeing activities, and peer support initiatives

Information, advice and signposting

- Provide information about OPFS services and local support available to single parent families
- Signpost and refer families to internal and external services where additional support is required, including financial inclusion, employability, housing, health, and wellbeing services
- Support families to access opportunities that improve their confidence, skills, wellbeing, and financial circumstances

Outreach and engagement

- Assist with outreach activities aimed at increasing awareness of OPFS services and engaging families who may benefit from support
- Represent OPFS at community events, partnership meetings, and local networking opportunities as required
- Promote the participation and voice of single parents in the development and delivery of services

Partnership working

- Build and maintain positive relationships with community organisations, schools, health services, and partner agencies
- Work collaboratively with colleagues and partners to improve outcomes and create opportunities for single parent families

Administration, monitoring, and evaluation

- Maintain accurate, confidential records in line with organisational policies, data protection, and safeguarding requirements
- Collect and record attendance, outcomes, feedback, and case studies to support monitoring, evaluation, reporting, and evidencing service impact

Health, safety and safeguarding

- Comply with OPFS policies and procedures relating to safeguarding, confidentiality, equality, diversity, inclusion, health and safety, and data protection
- Promote the wellbeing and safety of children, young people, and vulnerable adults, undertaking mandatory training and following organisational guidance at all times

General responsibilities

- Attend team meetings, supervision sessions, training, and development opportunities
- Undertake any other duties commensurate with the post as requested by the Regional Coordinator

The job description is a broad picture of the post at the time 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 qualifications and experience

- SCQF Level 7 qualification or equivalent relevant experience
- Experience of working with children, families, or vulnerable individuals in a community, voluntary sector, education, health, or social care setting
- Experience of supporting the delivery of group activities, workshops, programmes, or events
- Experience of working effectively as part of a team
- Experience of maintaining accurate records and undertaking administrative tasks
- Full driving licence and access to a vehicle

Essential knowledge and skills

- Understanding of the issues affecting single parent families and the impact of poverty and social exclusion
- Good communication and interpersonal skills
- Ability to build positive relationships with children, parents, colleagues, and partner agencies
- Strong organisational and time management skills
- Ability to maintain confidentiality and professional boundaries
- Competent IT and record-keeping skills
- Ability to work independently and use initiative when required
- Commitment to equality, diversity, inclusion, and anti-discriminatory practice

Personal qualities and attributes

- Friendly, approachable, and empathetic
- Flexible and adaptable to meet the changing needs of the service
- Reliable and well organised
- Positive and solution-focused approach
- Non-judgemental and respectful in working with families
- Commitment to continuous learning and professional development
- Commitment to upholding the values and mission of OPFS

Desirable

- Experience of working with single parent families
- Knowledge of local services and community resources
- Experience of supporting family support, parenting, wellbeing, or peer support programmes
- Understanding of trauma-informed and strengths-based approaches
- Knowledge of the Scottish policy context affecting children and families

Terms & conditions

Confirmation of appointment: Fixed term until 31st March 2028. Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period, two references and a PVG check.

Salary: £26,077 - £28,559 (pro rata for part time)

Hours of work: 16 hours per week, worked flexibly to meet the needs of the service.

Location: North Lanarkshire

Holidays: Annual leave entitlement is 25 days and 12 Public holidays (pro rata)

Pension: You will be auto enrolled in our pension scheme with a 3% contribution from you and 7% contribution from OPFS.

Training and support and supervision: You will receive induction training and frequent support in the first three months. Thereafter you will receive monthly individual support and supervision and annual appraisals. Regular team meetings will be held, and staff have access to internal and external training.

Equal opportunities and family friendly employment: OPFS aims to be an equal opportunity and family friendly employer. OPFS has Investors in People Gold status.

Further information

The closing date for applications is Sunday 22 November at 11:59pm.

If you need to make an application in an alternative format on the basis of a disability or long-term health condition please email jobs@opfs.org.uk for guidance.