Recruitment Pack

Family Support Worker

North Lanarkshire

17.5 hours per week



Dear candidate,

Thank you for your interest in joining One Parent Families Scotland (OPFS).

By taking your next step with us, you would be joining an organisation where the work truly matters. It matters to the single parent who is juggling multiple responsibilities to provide for their family. It matters to the child who deserves equal opportunities to thrive. It matters to the families who face daily challenges and need support to navigate them. It matters to us because no one should have to face these challenges alone.

We're looking forward to hearing from people who are deeply committed to our vision: a future where every single parent and their children in Scotland are celebrated in all their diversity, are treated fairly and live free from discrimination and poverty. We believe that every family should have access to the resources and support they need, regardless of their circumstances. ***Changing lives, challenging poverty*** is at the heart of everything we do.

Our impact

You would be joining a team committed to making a meaningful difference. Every day, we are inspired by their dedication, expertise and commitment to enhancing the lives of single parent families. From our frontline staff who provide direct support, to our Office teams who ensure smooth operations, and those who advocate for policy changes, our passionate team is focused on creating lasting, positive impact.

One example of our impactful work is our Family Support Service. In the past year, we have supported thousands of single parent families, helping them to access essential services, financial support and emotional guidance. Our programmes are designed with the input of those we serve, ensuring that our work is relevant and effective.

We know that we can't do this alone. Our work is strengthened by the voices and experiences of single parents who guide our efforts. Their insights are invaluable, and their collaboration is at the heart of everything we do. Through co-design and active participation, we ensure that our programmes are tailored to meet the real needs of the families we serve.

Partnerships

We place great value on our partnerships with community organisations, which help us deepen our impact and better understand what families need to thrive. These partnerships amplify our efforts, allowing us to reach more families and provide comprehensive support. By working together, we can create a network of resources and services that truly make a difference in the lives of single parent families.

Our culture

At OPFS, we strive to create a supportive and inclusive working environment. We believe in fostering a culture where colleagues feel valued and empowered to innovate. We encourage learning from mistakes and working collaboratively to achieve our goals. We are proud to have achieved the **Investors in People Gold** status, reflecting our commitment to excellence in people management and development.

At the core of our mission is the creation of a diverse and inclusive workspace. We recognise that our organisation thrives on the variety of backgrounds and perspectives that our team members bring, enriching our work in countless ways. We are dedicated to equity, diversity, inclusion and belonging, and these principles are embedded within our values and practices.

We encourage applicants who bring diverse skills and a strong commitment to our mission. Regardless of whether your career path has been traditional or unique, if you share our values and are passionate about making a difference, we would love to hear from you.

Thanks for considering a role within OPFS. Together, we can create a brighter future for single parent families across Scotland. ***Changing lives, challenging poverty*** is not just a strapline; it's at the heart of everything we do.



Satwat Rehman
Chief Executive



Halena Gauntlett
Chair

One Parent Families Scotland
changing lives, challenging poverty



OPFS 2026
Staff Conference

Our vision
A Scotland where single parent families are celebrated in all their diversity, are treated fairly and live free from poverty.

Our mission
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.

About OPFS

Established in 1944, 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 hear 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.

One Parent Families Scotland
changing lives, challenging poverty

Our values

Our values are the principles or standards that we consider important in life. They shape behaviour and guide our decisions and actions.

Justice: always keeping the scales of justice in balance, avoiding inequalities in the future.
Equity: everyone getting what they need, tackling inequalities in the here and now.
Trust: trusting that people will work to the best of their ability, while ensuring the best interests of others are central.
Collaboration: working together and focusing on solutions.
Compassion: recognising the challenges others face and then taking action to help.

Strategic objectives

Support single parents to build on their strengths and attributes to achieve their goals.
Strengthen single parent families' wellbeing, enabling children to be happy and thrive.
Influence policies to eradicate child poverty, taking an intersectional, equalities approach to policy making.
Involve single parents, experts by experience, to co-produce OPFS services and policy priorities.
Challenge societal attitudes and behaviours to fully support and respect single parent families.

Outcomes

- Single parents know their rights and can access those rights
- Their contributions to society are celebrated and recognised
- They have a standard of living above the Minimum Income Standard
- They experience stronger family wellbeing
- They have a powerful voice in shaping services and policies

Read our strategic plan to find out more

Family Support Worker

Location: North Lanarkshire
Hours: 17.5 hours per week; funded until March 2027 with the possibility of extension
Salary: £26,640 - £32,560 (pro rata)
Reports to: Regional Coordinator

About One Parent Families Scotland

One Parent Families Scotland (OPFS) is the national organisation for single parent families in Scotland. Founded in 1944, we support and empower single parents and their children by providing trusted advice and information, helping parents move into training, employment and education, and strengthening family wellbeing.

We work directly with families across Scotland, including Dundee, Glasgow, Edinburgh, North Lanarkshire and Falkirk. We reach families nationally through our multi-channel advice line, our FCA regulated Debt Advice Service, and digital tools including My Life and Me, the Budget and Debt Planner and the Single Parent Forum.

The families we work with face some of the deepest and most persisten poverty in Scotland. Around 250,000 children, a quarter of all children in the country, live in a single parent family. Almost a third of these children are growing up in poverty. Over 90% of single parent households are headed by women.

A single parent is usually both the sole carer and the sole earner, so a setback in one part of family life quickly affects the whole household. Our work is shaped by that reality, and by our values of trust, equity, justice, collaboration and compassion. We are an Investors in People Gold employer, committed to being an equal opportunity and family friendly organisation.

About Weave partnership

Weave is a new whole family support partnership, funded through the Scottish Government's Whole Family Support Third Sector Delivery Fund. OPFS is the lead partner and accountable body, working with Relationships Scotland and its member services, Families Outside and Fife Gingerbread. The Scottish Poverty and Inequality Research Unit (SPIRU) will be the learning and evaluation partner.

The partnership is built on a straightforward principle: a single parent family should never have to repeat their story, be passed between disconnected services or be told that someone else deals with that part of their life. Our My Life and Me framework ensures this doesn't happen.

My Life and Me is a strengths based, trauma informed framework, co-designed with 300 single parents and refined through more than 2,000 family interactions. It maps every dimension of a family's life across six connected domains: **money, work and training, home, relationships, children** and **health and wellbeing**.

Whatever door a family comes through, they join the same journey, with one shared plan built around a trusted relationship and what matters most to them. The partnership works through a hub and spoke model across Scotland and prioritises income stability first, so that a family is supported as a whole, rather than in separate parts. This is the 'no wrong door' approach at the centre of the programme.

About the role

The Family Support Worker will play a key role in delivering the OPFS Support for Families Service, providing high-quality, person-centred, strengths-based and trauma-informed support to single parents and their children.

Working within the OPFS My Life and Me framework, the postholder will provide one-to-one and group support, undertake family assessments and case management, develop support plans and work alongside families to achieve positive and sustainable outcomes.

The role will involve working with families with a range of needs and barriers, including poverty, social isolation, wellbeing, parenting, housing, financial difficulties, employment and access to services. The Family Support Worker will work collaboratively with families and partner agencies to identify strengths, address barriers and improve outcomes for parents and children.

The postholder will work closely with the Service Manager and wider team to support effective service delivery, provide guidance to Family Support Assistants and contribute to the ongoing development and improvement of the service.

Our Support for Families Service delivers holistic support for single parents and their children, guided by the six OPFS My Life and Me priority areas: Money, Health & Wellbeing, Home, Work, Education & Training, Children, and Relationships.

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 and case management

- Provide high-quality one-to-one and group-based family support to single parents and their children, using a person-centred, strengths-based and trauma-informed approach
- Undertake assessments to identify strengths, needs and goals, develop support plans and review progress with families
- Manage an agreed caseload, ensuring appropriate contact, interventions, reviews, referrals and planned closure
- Support families to address barriers and access relevant internal and external services, including financial inclusion, employability, health, housing and specialist family support
- Advocate for families where appropriate and promote confidence, skills and independence
- Identify and respond appropriately to safeguarding, wellbeing and other concerns in line with OPFS procedures

Group work and community activities

- Plan, co-ordinate and deliver group programmes, workshops, family activities and community events that respond to the needs of single parents and their children
- Support holiday programmes, family learning, wellbeing and peer support activities, ensuring safe, welcoming and inclusive environments
- Provide guidance to Family Support Assistants involved in group activities and events

Information, advice and signposting

- Provide appropriate information and support within the remit of the role and identify when specialist advice or support is required
- Make appropriate internal and external referrals, including to OPFS Financial Inclusion, Employability and Advice and Information services
- Maintain knowledge of local services and resources to support effective signposting and referrals

Outreach and partnership working

- Undertake outreach to engage single parents who may benefit from OPFS support and promote participation in services
- Develop and maintain effective relationships with community, statutory and voluntary organisations to strengthen referral pathways and improve outcomes for families
- Represent OPFS at community events, partnership meetings and local networks as required

Administration, monitoring and evaluation

- Maintain accurate, confidential and timely case records, assessments, support plans, reviews and referrals in line with OPFS policies and data protection requirements
- Record outcomes and progress against agreed targets and contribute to monitoring, evaluation, case studies and funder reporting
- Support the Service Manager to monitor service delivery and ensure Family Support Assistants maintain appropriate records

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 and ensure concerns are appropriately identified, recorded and escalated
- Consider appropriate risk assessments and safety measures when planning activities and supporting families

General responsibilities

- Attend team meetings, supervision, training and development opportunities and contribute to service planning and continuous improvement
- Share learning and good practice with colleagues and support effective team working
- Undertake any other duties commensurate with the post as requested by the Regional Coordinator/Service Manager

Personal specification

Essential qualifications and experience

- Relevant professional qualification at SCQF Level 8/9 or equivalent relevant experience
- Significant experience of working with children, families or vulnerable individuals
- Experience of providing one-to-one family support, managing a caseload and developing support plans
- Experience of delivering group activities and workshops
- Experience of partnership working and developing effective referral pathways
- Experience of maintaining accurate records and completing monitoring and reporting requirements
- Ability to work independently, use initiative and manage competing demands

Essential knowledge and skills

- Understanding of the issues affecting single parent families, poverty and social exclusion
- Understanding of strengths-based, person-centred and trauma-informed approaches
- Understanding of safeguarding and professional boundaries
- Ability to assess needs, identify risks and make appropriate referrals
- Strong communication, organisational and time-management skills
- Ability to build effective relationships with families, colleagues and partner agencies
- Competent IT, database and record-keeping skills
- Ability to provide guidance and support to colleagues
- Ability to work effectively both independently and as part of a team
- Commitment to equality, diversity, inclusion and anti-discriminatory practice

Desirable

- Experience of working specifically with single parent families
- Knowledge of local services and community resources
- Experience of family support, parenting, wellbeing or peer support programmes
- Knowledge of trauma-informed practice
- Knowledge of the Scottish policy context affecting children, families and child poverty
- Relevant training in safeguarding, family support or related areas

Personal qualities and attributes

- Friendly, approachable and empathetic
- Positive, solution-focused and committed to achieving positive outcomes for families
- Non-judgemental, respectful and able to work effectively with families experiencing complex circumstances
- Flexible and adaptable to meet the changing needs of the service
- Confident in providing guidance and constructive feedback to colleagues
- Reliable, organised and able to work under pressure
- Commitment to continuous learning and professional development
- Commitment to upholding the values and mission of OPFS
- Full driving licence and access to a vehicle

Terms and conditions

Application deadline: midnight on Sunday 22 November 2026

Confirmation of appointment: Fixed term to 31 March 2027 with possibility of extension. Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period, two references and a PVG check.

Salary: £26,640 - £32,560 (pro rata)

Hours of work: 17.5 hours per week

Holidays: Annual leave entitlement is 25 days and 12 public holidays (pro rata for 25 hours).

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

Training, 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.