Recruitment Pack

Childcare Connector

2 posts available

One Parent Families Scotland

changing lives, challenging poverty

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.

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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

Childcare Connector (2 posts available)

Location: Positions available in Falkirk (17.5 hours) and North Lanarkshire (25 hours). Please specify which location/s you wish to be considered for within your cover letter.
Hours: 17.5–35 hours dependent on location; fixed term to 31 March 2027 in the first instance with the intention from Scottish Government to extend to March 2029
Salary: £29600-£34042 (pro-rata for part-time hours)
Reports to: Regional Coordinator/ Service Manager

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 Childcare Connector will support single parents to overcome childcare barriers that prevent them from accessing and sustaining employment, education, training, volunteering and other progression opportunities.

Working within the OPFS My Life and Me framework, the postholder will provide specialist childcare information, advice, guidance and practical support to help parents understand childcare options, access funding and secure sustainable childcare arrangements that support their family and future goals.

Working in partnership with childcare providers, employability services and other local organisations, the postholder will help parents access coordinated support and reduce childcare as a barrier to work, learning and progression.

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 to maximise income, improve financial wellbeing, access benefits and grants, manage debt, and respond to financial crises
- **Health & Wellbeing |** Emotional and practical support to improve mental health and wellbeing, including counselling, therapeutic interventions, wellbeing programmes, and support to reduce isolation and build resilience
- **Home |** Support with housing-related issues, advocacy, and access to specialist services to help families maintain safe and secure housing
- **Work, Education & Training |** Pre-employability and progression support, including confidence building, skills development, volunteering opportunities, training pathways, and tailored support to overcome barriers to employment and learning
- **Children |** Family support and group programmes that promote positive outcomes for children, strengthen parenting capacity, support child development, and provide opportunities for children to participate in activities that enhance wellbeing
- **Relationships |** One-to-one and group support that helps parents build positive relationships, strengthen family connections, develop peer support networks, and reduce social isolation

Key responsibilities

Childcare advice and support

- Provide information, advice and guidance to single parents on local childcare options, including funded childcare, wraparound care, and holiday provision
- Support parents to understand childcare funding, including Universal Credit childcare costs, up-front costs local authority funding and education-related childcare support
- Work with parents to identify childcare solutions that support employment, education or training goals
- Assist parents with childcare applications, funding and transitions into childcare, providing practical support where required
- Maintain ongoing contact to ensure childcare arrangements remain suitable and sustainable

Family support and casework

- Build positive relationships with parents using strengths-based and trauma-informed approaches
- Undertake holistic assessments using the OPFS My Life and Me framework to identify childcare needs and wider barriers
- Manage a caseload of parents, providing tailored one-to-one support
- Identify additional support needs and refer families to appropriate OPFS services and external agencies
- Support parents to build confidence, make informed decisions and manage periods of change

Crisis intervention

- Respond to childcare breakdowns that place employment, education or training at risk
- Work with childcare providers and partner agencies to identify practical solutions
- Help parents develop contingency childcare plans and provide additional support where needs are complex

Partnership working and community engagement

- Develop effective partnerships with childcare providers, schools, local authorities, Jobcentre Plus, employability services and community organisations
- Promote the Childcare Connector Service through outreach, networking and partnership meetings
- Maintain knowledge of local childcare provision, funding opportunities and referral pathways

Monitoring, evaluation and service development

- Maintain accurate and confidential records using OPFS CM systems
- Record outcomes, complete reports, case studies and funding returns, and gather parent feedback to evaluate impact
- Contribute to service development by identifying emerging childcare issues, developing resources and supporting consultation, evaluation and continuous improvement

Organisational contribution

- Promote OPFS values of justice, equity, trust, collaboration and compassion
- Contribute to wider organisational developments, partnerships and projects
- Undertake any other duties appropriate to the post

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 specification

Essential experience

- Experience of working with families, children or vulnerable adults within a family support, employability, childcare, education or community setting
- Experience of providing advice, guidance or casework support
- Experience of partnership and multi-agency working
- Experience of maintaining accurate records, monitoring outcomes and producing reports
- Experience of supporting individuals experiencing multiple barriers
- Experience of delivering information sessions or groupwork

Knowledge

- Good understanding of the childcare landscape, including funded early learning and childcare, wraparound care, holiday provision and childcare for children under 3 years
- Knowledge of childcare funding, including Universal Credit childcare costs and other childcare funding streams
- Understanding of the barriers faced by single parents accessing employment, education and training

- Knowledge of strengths-based, trauma-informed and person-centred approaches
- Understanding of safeguarding responsibilities
- Awareness of poverty, inequality and social inclusion issues affecting families

Skills and abilities

- Excellent communication and interpersonal skills
- Ability to build positive, trusting relationships with parents
- Excellent organisational and time management skills
- Ability to manage an independent caseload
- Ability to work collaboratively with a wide range of partners
- Competent IT skills, including Microsoft Office and CM systems
- Full driving licence and access to a vehicle

Desirable

- Relevant qualification in Community Development, Social Care, Early Years, Employability, Family Support or Advice Work
- Experience of supporting parents to access childcare funding
- Knowledge of local childcare providers and family support services
- Experience of working within the third sector

Terms and conditions

Application deadline: Midnight on Sunday 25 October 2026.

Confirmation of appointment: Subject to satisfactory completion of a three month probationary period, two references and a successful PVG check. Fixed term to 31 March 2027 in the first instance with the intention from Scottish Government to extend to March 2029.

Salary: £29600 - £34042 (pro-rata for part-time hours)

Hours of work: 17.5 - 35 hours dependant on location

Locations & positions available: Falkirk (17.5 hours) and North Lanarkshire (25 hours)

Holidays: Annual leave entitlement is 25 days and 12 public holidays full time equivalent.

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.

Further information: 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.

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Living Wage Foundation

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