



## Job Description: Childcare Connector - Family Support Worker

**Post:** Childcare Connector - Family Support Worker (fixed term until 30<sup>th</sup> September 2026 with continuation of post dependant on funding)  
**Hours:** 17.5 hours per week  
**Salary:** Grade Point 13-17, £25,864 - £31,612 (pro rata)  
**Location:** City Dundee wide, based at Families House, Grampian Gardens Dundee  
**Reports to:** OPFS Dundee Regional Coordinator

### Roles and Responsibilities

The Childcare Connector will contribute to the organisation's vision of a Scotland in which single parents and their children are valued and treated equally and fairly, by supporting the delivery of various components which contribute to the Dundee service, including proactively supporting single parents to find, secure and access flexible childcare that meets their needs, allowing single parents to progress within their current employment, enter employment or enrol in education or training.

The role will include direct work with single parents to understand their needs, their current childcare limitations, and their current barriers to work, education or training. Liaising with childcare providers within Dundee, helping single parents access flexible childcare options and know and understand flexible payment options at local and national level is a key element of this role. This role will include networking and events to promote the Childcare Connector service and will include outreach work with single parents, stakeholders, and partners in and around Dundee.

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 help create lasting solutions to the poverty and barriers facing many single parents and their children. Our core values of Justice, Equity, Trust, Collaboration and Compassion are at the heart of everything we do and underpin all aspects of our work.

### Key Tasks

- **Support Single Parents:** support single parents to understand the different forms of early years childcare, education and wrap around care that they can access and inform and empower single parents on the best form or combination of childcare for their needs and how it can be funded. Liaise with different providers of childcare in communities across Dundee to support

effective transitions for parents going into employment, education, or training. Promote the services available through OPFS by developing trusting relationships with single parents through the provision of 1:1 support and providing information, advice and guidance.

- **Family Support Work:** Identify community resources and local services and assist single parents to engage with other agencies. To facilitate the delivery of groups and events. Support single parents to develop their confidence, practical skills, self-esteem and to feel empowered and informed. Work with parents to identify wider support needs and refer to other support services where appropriate.
- **Record Keeping and Reporting:** Maintain confidential information, complete all appropriate client paperwork as per our Family Support process. Record and document meetings and support provided to single parents. Use appropriate databases as required by OPFS and the post funder, complete quarterly reports, case studies and maintain a high level of data recording to record, monitor and evaluate targets as set by the funder.
- Any other relevant duties as requested by the Regional Co-ordinator.

**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 Experience

- Experience of working with families and children.
- A sound understanding of the childcare landscape in Dundee, including 1140 hours and the flexible ways a parent can use these hours, wrap around provision, childcare options for children under 3 and after school and holiday provision
- An understanding of how flexible childcare options for single parents contribute to the Scottish Government Tackling Child Poverty Delivery Plan and Noone Left Behind approach to transforming employability support in Scotland



- An understanding and awareness of the issues and barriers faced by single parents
- Experience of developing partnerships and multi-agency working
- Relevant professional qualification, equivalent to HNC/HND, SVQ 3 or 4

### Practical Skills

- Ability to plan, record and evaluate through recording and written reports.
- Strong organisational skills
- Ability to work as part of a team and as an individual.
- Competent use of standard IT packages in word processing, spreadsheets, use of databases, and Microsoft Office 365.
- Knowledge of issues affecting single parents in Scotland
- Commitment to professional development

### Personal Qualities & Attributes

- Flexible to meet the needs of the service
- To be approachable, friendly and a good communicator.
- The ability to prioritise workload.
- To accept and respond to the varying needs of families in a non-judgemental way.
- To ensure OPFS values are upheld

### Desirable

- A sound knowledge or experience of working in local statutory and third sector services, particularly regarding children and families, employability, training and further education.
- Driving licence and access to a car.

### Terms & Conditions

- **Confirmation of Appointment:** Fixed term contract from 1st Dec 2025 – 30th September 2026 with the possibility of extension (dependent on funding). Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period, two references and a PVG check.
- **Salary:** Grade Point 13-17, £25,864 - £31,612 (pro rata)
- **Hours of work:** 17.5 hours per week, worked flexibly to meet the needs of the service.
- **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.

**Recruitment Timetable:** The closing date for applications is Sunday 14<sup>th</sup> September 2025 at 11:59pm. Interviews will be held w/c 22<sup>nd</sup> September 2025 with a view to the successful candidate being in post on or before 1<sup>st</sup> November 2025.