



Job Description:

Family Support Assistant

Post:	Family Support Assistant
Hours:	25 hours per week, worked flexibly to meet the demands of the service
Salary:	Grade Point SP 9 -11 £24,834 - £27,318 (pro rata for part time)
Location:	Based at OPFS Glasgow Service
Reports to:	Glasgow Service Manager

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.

Person Specification

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 and conditions of appointment

- Confirmation of appointment: Permanent contract. Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period, two references and a PVG check.
- Salary: Grade Point SP 9 -11 SP 9 -11 £24,834 - £27,318 (pro rata for part time)
- Hours of work: 25 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 for 25 hours)
- 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 24th July 2026

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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