Job Description: Family Support Assistant

**Post: ￼** Family Support Assistant (Young Parents)

**Hours: ￼** 16 hours per week (days and times to be agreed with line manager)

**Salary: ￼** Points 7 – 11  **(£21067 - £25749** full time, pro rata for part time)

**Location:** Glasgow

**Reports to:** Service Manager

The postholder will be expected to operate in line with our values which are:

**Justice, Equity, Trust, Collaboration and Compassion.**

**Overview**

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

**Main Duties**

The Family Support Assistant (Young Parents) will be responsible to the Service Manager and work with Family Support Workers to support the delivery of the Family Support Service for young parents. The role will include the provision of family support, outreach activities, supporting the delivery and helping with the co-ordination of Group work activities.

**Specific Duties**

* Family Support: Support the Family Support Worker to engage with young parents and promote the services available through One Parent Families Scotland by developing trusting relationships with young parents through the provision of 1:1 support meetings, providing information, advice and support to parents engaging with the service.
* Support young parents: to access and attend one to one meeting, local peer support hubs and training sessions, helping parents to develop their confidence, self- esteem, access and make informed and positive choices in their lives. Work with parents to complete online forms, charitable grant applications and refer to appropriate financial inclusion services.
* Support Family Support Worker: to identify community resources and local services and assist young parents to engage with these agencies. Assist with the delivery of training provision.
* Record Keeping & Reporting: Maintain confidential information, complete all appropriate client paperwork. Record and document meetings and support provided to young parents and in-put data onto OPFS database. Complete monthly reporting template and write case studies within agreed timelines.
* Advice and Information: Provide practical information, advice and guidance to young parents who need additional support and refer to OPFS internal services and external agencies where appropriate.
* Signpost: young parents to services that will address their needs.
* Money Advice: Liaise with OPFS Financial Inclusion team to offer crisis, income maximisation, in work calculations and access to debt support.
* Other Relevant duties: Carrying out any other relevant duties related to the above.

**Person Specifications:**

**Essential**

* Qualification: Educated to standard grade level or have a relevant amount of work experience.
* Awareness of barriers faced by young single parents and an understanding of the ways of addressing these.
* Professional, friendly, welcoming personality and an organised approach to tasks.
* Knowledge of issues affecting young single parents in Scotland
* Good written and verbal communication skills.
* Good IT skills.
* Commitment to professional development.
* Flexibility to meet the needs of the service.

**Desirable**

* Services for families: Knowledge or experience of services for young single parents and their children.
* Internet: Experience of information gathering research information from the Internet.
* Driving license and use of a vehicle.

**Competencies**

**The post holder is expected to be:**

* Understanding of single parents needs and expectations and respond in a helpful and professional way.
* Aware of the impact poverty has on single parent families.

**Unbiased**

* Ensure that practices are impartial, fair and provide equal possible outcomes for every individual. Ensure that people feel a sense of belonging and cultural awareness.

**Flexible and able to manage time.**

* Be available when required and be willing to change things if they are not working.
* Be able to manage time.

**An analytical thinker**

* Continually identify, test and evaluate workload.
* Discuss good ideas and find solutions to problems.

**Able to manage budgets**

* Understand the cost of delivering a service and minimising waste.

**A team player**

* Work collaboratively and develop connections with OPFS colleagues, and single parents.

**Intuitive**

* Have and share good ideas which will help OPFS grow and develop.
* Be aware of how your work contributes to OPFS Priority Areas.
* Takes control of personal and professional development.

**Communicative and engaging**

* Be able to understand others and work collaboratively with everyone you encounter through the course of your work.

Contributes views and ideas.

Share relevant information with seniors.

**Supportive and enabling**

* Work collaboratively with all OPFS services, share knowledge and skills and learn from others.

**Terms and conditions of appointment**

1. **Period of appointment**: The appointment is funded until 31st October 2025. Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period, Standard Disclosure Check and receipt of references.
2. **Salary:** The salary range would be point 7 -11**. £21067 - £25749** full time, calculated pro rata for part time. Starting salary is dependent upon skills, qualifications, and experience.
3. **Hours of work:** 16 hours per week, Monday – Friday, days, and times to be agreed with line manager. Occasional weekend and evening work is required.
4. **Holidays:** Holidays are 25 working days and 12 Public holidays calculated pro rata for part time.
5. **Pension**: You will be auto enrolled in our pension scheme with a 3% contribution from you and 7% from OPFS.
6. **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 from your manager and annual appraisals. Regular team meetings are held, and staff have access to internal and external training.
7. **Equal Opportunities and Family Friendly employment**: OPFS aims to be an equal opportunities and family friendly employer. The post is open to job sharing. We have Investors in People Siver status.
8. **Disclosure Check**: This post requires a satisfactory standard disclosure check.
9. **Recruitment Timetable:** The closing date is Thursday 17th October at 12 noon

**The role 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 volunteering roles change and evolve over time.**

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