



POST: Outreach Support Officer

LOCATION: Fife - Leuchars Based & Hybrid within the area.

CONTRACT: Full Time – 37.5 Hours per week (1 Year Fixed Term) with the possibility of extension.

SALARY: £26,450.40

ESSENTIAL CRITERIA: Full driving license (Vector24 Vehicle Provided)

CLOSING DATE: Friday 1st May 2026 at 17:00

JOB PURPOSE:

The Outreach Support Officer plays a vital role in delivering Vector24's mission to reduce isolation and improve the wellbeing of the armed forces, blue light & Seafarers community. The postholder will proactively identify, engage, and support service users' and their families particularly those in rural and underserved areas ensuring they can access transport and integrated support services when they need them most.

Working in alignment with Vector24's REACH strategy, the Outreach Support Officer will build strong relationships with local communities, partner organisations, and referral networks to expand awareness and accessibility of services. They will provide person-centred, compassionate support, helping individuals overcome barriers to healthcare, social connection, and essential services.

The role contributes directly to improving mental health outcomes, increasing engagement, and empowering beneficiaries to maintain independence and wellbeing. It also supports the organisation's wider goals of sustainable growth, partnership development, and community impact through collaboration, insight gathering, and continuous service improvement.

OBJECTIVES OF THE POST:

- Deliver safe, reliable, and person-centred transport support, ensuring service users including serving personnel reach appointments and services on time, prepared, and supported throughout their journey.
- Provide holistic, relationship-based support by connecting individuals to appropriate health, social, and community services through warm handovers and follow-up engagement.
- Build trusted, respectful relationships with service users, carers, volunteers, and partners, promoting dignity, empowerment, and high levels of satisfaction.

- Act as a key representative of Vector24, strengthening partnerships with organisations and contributing to local networks and third-sector engagement.
- Recruit, support, and coordinate a minimum of 15 volunteers, fostering a strong, motivated local volunteer network.
- Maintain accurate and timely records using CRM systems, ensuring all client interactions, welfare updates, and referrals are documented effectively.
- Plan and manage daily schedules and routes efficiently, adhering to organisational policies and ensuring punctual, dependable service delivery.
- Proactively identify, assess, and manage risks, maintaining high standards of health and safety for both self and volunteers, including completing risk assessments.
- Communicate clearly and professionally in a fast-paced environment, responding constructively to feedback, comments, and complaints.
- Support the wider work of Vector24 by contributing content for communications, attending events, and assisting with administrative tasks when required.
- Provide practical, hands-on support to service users, carers, and escorts, including assisting those with mobility needs, recognising the physical demands of the role.
- Operate consistently in line with Vector24's policies, procedures, and values, maintaining professionalism and flexibility in all aspects of the role.

PERSON SPECIFICATION:

Essential	Desirable
A full driver's licence	SVQ Level 3 or above
Experience of working in the community within a health, social care, or welfare setting	Experience of using a CRM system.
Demonstrate an understanding of the military environment	The ability to champion and embrace change
Experience of assessing service users' needs and knowing when to escalate issues to relevant professionals	Experience in community development or community networking
An understanding of risk awareness	Experience working within a mental health setting
An understanding of safeguarding or previous safeguarding training	A mental health first aid qualification
Good interpersonal and communication skills	Suicide awareness training
The ability to work independently and as part of a team	Experience in working with volunteers, ideally in a coordination or leadership role.
Good listening skills and knowing when to talk and when to listen to clients	
PVG clearance or willingness to obtain such clearance	

Knowledge, Skills, and Abilities

1. Strong time management skills with the ability to plan routes effectively, accounting for traffic diversions and weather delays.
2. Good mentoring skills, with the ability to support and guide volunteer outreach support drivers within your designated area.
3. High standards of personal presentation, excellent communication skills, and professional telephone manners.
4. Ability to prioritise tasks efficiently in a dynamic environment.
5. Initiative in solving problems and handling complaints diplomatically and positively.
6. Commitment to creating a supportive environment, sharing information openly, and fostering team collaboration.
7. Understanding equality and diversity principles with the confidence to challenge discriminatory behaviour.
8. Ability to support clients with complex needs through empathetic and effective approaches.
9. Basic administrative skills, including updating client records, submitting online bookings on behalf of clients, and completing health and safety incident reports as required.

Benefits include

- 31 days leave including bank holidays calculated pro-rata
- Christmas closure: (excluding mandatory public holidays).
- 3% matched pension contributions
- Great training opportunities
- Enhanced maternity / paternity / adoption family friendly benefits.

Applications close on **Wednesday 13th May 2026 at 1700** – To apply please submit a CV and covering letter explaining why you would be a good fit for the role to the Vector24 Director of Operations, Leon Fisher, via email at leon@vector24.co.uk . Applicants must hold a full UK Driving Licence and complete a Disclosure Check. Applications will be considered as they are submitted. Vector24 reserves the right to close the application process early and feedback will only be provided to candidates who attend interviews.

If you would like to discuss this role before applying, please contact Leon at the email address above to arrange an informal chat. Interviews for successful candidates will be held during the week beginning Monday 18th May 2026 in Kirkaldy.

Vector24 are proud to hold the Defense Employer Recognition Scheme (ERS) – Gold Award

- We therefore offer a guaranteed interview scheme for Veteran's and their partners who meet the criteria.