



HUMAN RESOURCE MANAGEMENT DIRECTORATE

Church Folly, Grand Turk, Turks & Caicos Islands. Ph: 649-946-2801, Fax: 649-946-1582

TURKS & CAICOS ISLANDS GOVERNMENT VACANCY

JOB TITLE:	Deputy Director
MINISTRY:	Public Safety & Utilities
DEPARTMENT:	Community Support & Engagement
LOCATION:	The job is based in Grand Turk but at the discretion of the Director, may be relocated to another part of TCI

JOB SUMMARY:

The Deputy Director supports the Director in providing strategic leadership, operational oversight, and effective policy implementation for the Department of Community Support and Engagement (DCSE). The role ensures the efficient, equitable, and accountable delivery of social protection programmes, community-based services, and social assistance systems across the Turks and Caicos Islands. The post holder is responsible for translating national social policy and legislative frameworks into responsive, results-driven programmes, strengthening service delivery systems, and ensuring that vulnerable individuals and families receive timely, needs-based support. The role also contributes to the continuous improvement of service quality through the development of standards, monitoring mechanisms, and performance management systems. Additionally, the Deputy Director plays a central role in advancing modernization initiatives, including the digitization of welfare services, enhancement of data management and reporting systems, and the implementation of evidence-based planning and accountability frameworks to support informed decision-making and sustainable programme outcomes.

KEY DUTIES AND RESPONSIBILITIES:

1. Strategic Leadership and Governance
 - Support the Director in setting and executing the strategic direction of DCSE in alignment with national development priorities.
 - Lead the implementation of social protection strategies, policies, and legislative frameworks.
 - Act on behalf of the Director in their absence, ensuring continuity of leadership and decision-making.
 - Contribute to Cabinet Papers, policy briefs, and national reports on social protection and community engagement.
2. Programme Oversight and Service Delivery





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- Oversee the design, implementation, and evaluation of social assistance programmes, including financial aid, special needs support, and community outreach initiatives.
 - Ensure efficient administration of welfare benefits, including eligibility assessment, approvals, and disbursement processes.
 - Monitor programme performance to ensure services are delivered effectively, equitably, and in accordance with established standards.
 - Strengthen early intervention and preventative support services within communities.
3. Operational Management
- Provide day-to-day oversight of departmental operations, ensuring efficiency, accountability, and compliance with government procedures.
 - Supervise and support programme managers and senior staff to ensure high-quality service delivery.
 - Ensure adherence to financial regulations, procurement procedures, and internal controls.
 - Support budget preparation, execution, and monitoring to ensure optimal use of resources.
4. Policy Development and Compliance
- Lead the development, review, and implementation of social protection policies, procedures, and operational guidelines.
 - Ensure compliance with relevant legislation, including social welfare policies, safeguarding standards, and public service regulations.
 - Strengthen governance frameworks, including quality assurance, audits, and risk management systems.
5. Data, Monitoring and Evaluation
- Drive the use of data and evidence in decision-making, planning, and programme improvement.
 - Oversee the development and implementation of monitoring and evaluation frameworks, including KPIs and outcome tracking.
 - Lead the digitization of welfare systems, including case management platforms and online service delivery tools.
 - Ensure accurate data collection, reporting, and analysis to inform national policy and budgeting.
6. Stakeholder Engagement and Partnerships
- Build and maintain strong partnerships with government agencies, NGOs, community groups, and international partners.





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- Represent the Department in inter-agency committees, national initiatives, and public forums.
- Support collaborative efforts to prevent duplication of services and enhance coordinated service delivery.
- Engage communities to strengthen outreach, awareness, and access to services.

7. Human Resource Management and Capacity Building

- Support recruitment, performance management, and professional development of staff.
- Promote a culture of accountability, professionalism, and continuous improvement.
- Mentor and develop leadership capacity within the Department.
- Ensure staff adherence to ethical standards, confidentiality, and client-centered practice.

MINIMUM QUALIFICATIONS & EXPERIENCE:

- Bachelor's Degree in Social Work, Public Administration, Public Policy, Social Policy, or a related field. Master's degree preferred.
- Minimum of 7–10 years of progressive experience in social services, public administration, or community development, with at least 3–5 years in a senior management role.
- Demonstrated experience in programme management, policy development, and strategic leadership.
- Experience working within government or public sector systems is highly desirable.

The position requires specialized training in:

- Direct Social Work practice- treatment modalities and frameworks
- Social welfare administration
- Counselling/ Psychology
- Human Relations & Resource Management
- Executive leadership

Experience:

The position requires a minimum of 7–10 years of progressively responsible experience in social services, public administration, or community development, including at least 3–5 years at a senior management level.

Experience should demonstrate:

- Strategic planning and programme development within social protection or community-based services.





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- Policy development, implementation, and regulatory compliance.
- Leadership and management of multidisciplinary teams and service delivery operations.
- Financial and resource management, including budget oversight.
- Stakeholder engagement, public relations, and inter-agency collaboration.
- Data-driven planning, monitoring, and reporting.
- Strong communication, negotiation, and decision-making skills.
- Knowledge of vulnerable populations, including families, youth, and special needs groups.

Experience in government or public sector environments, including familiarity with legislative and governance frameworks, is highly desirable.

SALARY: Grade 8.1 - \$64,985.00 per annum

APPLICATION PROCEDURE:

Resumes with current contact information must be accompanied by a Cover Letter and two letters of reference (one preferably from a former employer) as well as copies of educational certificates and a copy of the Passport photo page. Shortlisted candidates must submit a Police Certificate.

Current serving officers must apply through their Head of Department.

Applications without all supporting documents will not be processed.

"We thank all applicants for their interest, however, only persons selected for an interview will be contacted".

