



# HUMAN RESOURCE MANAGEMENT DIRECTORATE

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

## GOVERNMENT VACANCY

<b>JOB TITLE:</b>	<b>Director Primary Health Care Services</b>
<b>DEPARTMENT:</b>	<b>Primary Health Care Department</b>
<b>MINISTRY:</b>	<b>Ministry of Health and Human Services</b>
<b>LOCATION:</b>	<b>The job is based in Providenciales but at the discretion of the Chief Medical Officer may be relocated to another part of TCI.</b>

### **JOB SUMMARY:**

This is a senior management position and the job holder is responsible for the effective management of the Department as well as being accountable for its performance. The Director of Primary Health Care, under the supervision of the Chief Medical Officer, is responsible for planning, organizing, directing, and controlling the delivery of primary health care services across the Turks and Caicos Islands. This includes coordinating resources, leading staff to ensure high-quality care, and ensuring services are aligned with national health goals. The role is essential for the effective implementation and operation of primary care services to meet the health needs of the TCI population.

### **KEY DUTIES AND RESPONSIBILITIES:**

#### **TASKS AND RESPONSIBILITIES:**

##### **1. Operational Management**

- Lead and manage the delivery of primary healthcare services for the population, ensuring alignment with Ministry priorities.
- Oversee the delivery of all operational priorities, ensuring alignment with strategic objectives and resource allocation.
- To be responsible for the production of an annual report for the department, highlighting performance, challenges, and opportunities for improvement.
- To ensure the seamless provision of high-quality integrated health services to community members by continuously enhancing access.
- To lead on the primary care modernization efforts in the clinics throughout the islands ensuring alignment with national health priorities.
- Collaborate with the Primary Care Manager, Medical Officers, and nursing teams to ensure robust clinical governance systems are in place and maximize clinical effectiveness.
- To lead on the development and implementation of Quality Improvement programmes focusing on measurable outcomes and continuous service enhancement.
- Promote and lead cross-departmental and interagency collaboration to maximize the effectiveness and reach of health services.





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- Empower service users and carers to actively participate in the development, delivery, and monitoring of services.
- Lead services that promote social inclusion, tailoring healthcare to the unique needs of local communities.
- Foster collaboration with relevant agencies to deliver integrated policies, procedures, and information-sharing systems.
- Plan and organise disaster management activities for the Department in collaboration with Director for Health Disaster Education and Training and other relevant stakeholders.

## 2. Management of Resources

- a. Prepare and manage annual budgets, ensuring compliance with financial regulations and ensuring alignment with department priorities in collaboration with the Primary Health Care Manager.
- b. Monitor expenditures and manage resources to align with fiscal policies.
- c. Conduct regular meetings with senior staff and ensure smooth operations across all units.
- d. To lead the Team in delivery of priorities and services, ensuring adherence to allocated resources.
- e. Monitor resource consumption and budget performance, identifying variances and

## 3. Workforce

- a. Oversee clinic management on each island, providing active leadership to Medical Officers and clinical teams.
- b. Ensure that an effective and robust system of appraisal is in place and functioning for all primary care staff according to Public Service Handbook procedures, with appropriate action and follow up taken including the identification and provision of Personal Development Plans.
- c. Develop departmental and individual staff work plans and support the preparation of departmental strategies.
- d. To collaborate with the Human Resource Management Directorate in recruitment, training and workforce management to ensure staff has the skills, expertise and motivation to deliver high quality care services.
- e. Instil and maintain a positive, dynamic and proactive culture within the department that promotes team work and high performance.
- f. To prepare staff for change by the implementation of effective personal and professional development programmes that fosters adaptability and growth.
- g. To provide strong individual and professional leadership during times of change, supporting staff, colleagues and partners to achieve the department goals.
- h. Monitor work output, assess working conditions, resolve conflicts, and recommend methods to enhance productivity.

## 4. Strategic Development and Partnership Working

- a. Support the Executive Team in fostering and the development of effective working relationships with stakeholders.





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- b. Support the CMO in the development of strategic and service plans to implement and achieve the strategic objectives and visions of the Department in accordance with the National Health Sector Strategic Plan and other guiding documents and plans.
- c. Support the Chief Medical Officer in implementing the Primary Care strategies in active partnership with staff.
- d. Collaborate with the CMO to develop and maintain effective partnerships with stakeholders to support shared health outcomes.

## 5. Performance Monitoring and Management

- a. Ensure the effective working of clinical governance system and processes within the service, providing timely, relevant and accurate information to support regulatory compliance and continuous improvement.
- b. To support in the provision and use of accurate, relevant and timely reports to monitor service performance, to identify variances and to agree corrective actions.
- c. To ensure the prompt and effective investigation of complaints in line with national policies, procedures and standards.
- d. Development and maintenance of a Risk Register for the practices consistent with national standards ensuring high risks are notified to the relevant departments.
- e. Encourage staff engagement and active participation in service evaluation and audits, ensuring best practices are identified, shared, and implemented across the department.
- f. To ensure that all Serious Incidents (SIs) and complaints are promptly reported to the relevant body with recommendations and actions plans implemented.
- g. Collaborate with colleagues and other agencies to monitor and audit service quality, applying best practices in continuous improvement and clinical governance to the CMO.
- h. To ensure that information technology is used to its fullest potential to provide management information and to inform future service delivery.
- i. Oversee the collection and analysis of data to drive evidence-based decision-making and service improvement.

### Key Responsibilities:

The Director holds overall accountability for the oversight and effective management of Primary Healthcare and Community Health Services. This includes supervision of clinical, professional and support staff while ensuring the seamless delivery of high-quality services. The Director will also oversee service planning, budget preparation, information management and the security and disaster management of the facilities and the continuous improvement of care quality and patient outcomes. The role also emphasizes enhancing primary healthcare services as the cornerstone of the health system.





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implementing corrective actions as needed.

## **MINIMUM QUALIFICATIONS & EXPERIENCE:**

### **Qualifications:**

- Bachelor's degree in Medicine
- Master's in Health Services Management, Public Health or other health related field.

### **Experience:**

- Minimum of 5 years of job-related experience including strong evidence of supervisory experience at a senior management level.

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**SALARY: Grade 10.6 - \$111,877.00 per annum plus allowances**

## **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, National Turks & Caicos Islander Status Card (where applicable). Shortlisted candidates must submit a Police Certificate.

**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.***

