



HUMAN RESOURCE MANAGEMENT DIRECTORATE

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

GOVERNMENT VACANCY

JOB TITLE: Director

MINISTRY: Ministry of Public Safety & Utilities

DEPARTMENT: Department of Community Support & Engagement

LOCATION: Providenciales

JOB SUMMARY:

The Director of Community Support & Engagement provides national executive leadership for the development, coordination, and delivery of community-focused programs that strengthen citizen well-being, promote social inclusion, and enhance engagement across the Turks and Caicos Islands.

This role oversees a portfolio that includes community development initiatives, public engagement strategies, social support programs, capacity-building efforts, grassroots partnerships, and collaborative service delivery models. It ensures that programmes are effectively managed, fiscally responsible, legally compliant, and strategically aligned with Government priorities.

The Director drives policy development, program innovation, cross-agency collaboration, and community-centered service planning, ensuring high-quality, accessible supports for vulnerable youth, families, seniors, and underserved communities.

KEY DUTIES AND RESPONSIBILITIES:

A. Strategic Leadership & Departmental Oversight

- Set the strategic vision, priorities, policies, and frameworks that guide all community support and engagement operations.
- Lead long-term planning to expand community capacity, strengthen neighborhood resilience, and enhance access to social supports.





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- Develop and implement programs that align with national social development priorities and international best practices.
- Serve as a senior adviser to the Ministry on matters affecting community well-being, cohesion, and public engagement.

B. Program Management & Service Delivery

- Oversee the design, rollout, and evaluation of community-based programs, including outreach, advocacy, social support referrals, and community education.
- Ensure systems and processes promote effective and consistent service delivery across all islands.
- Implement evidence-based models for early intervention, family support, and social welfare.
- Monitor performance against KPIs, operational plans, and compliance requirements.

C. Community Engagement & Partnership Development

- Build and maintain strong relationships with civic groups, churches, NGOs, youth organizations, community leaders, and regional bodies.
- Lead Government-community engagement initiatives, public forums, and outreach campaigns.
- Strengthen interagency collaboration, enabling coordinated service delivery with Education, Health, Police, Disaster Management, and Social Development.
- Represent the Government in national, regional, and international stakeholder committees and events.

D. Policy Innovation, Research & Data

- Conduct research, needs assessments, and data analyses to inform policy, program design, and funding decisions.
- Track emerging social issues, demographic trends, and engagement patterns to proactively shape Government interventions.
- Prepare reports, policy briefs, Cabinet papers, and recommendations on community-based initiatives.

E. Financial & Resource Management

- Lead the development, administration, and monitoring of the department's annual budget.
- Ensure responsible financial stewardship consistent with Public Service Financial Regulations.





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- Manage grant funding, donor partnerships, and project budgets.

F. Workforce Leadership & Organisational Culture

- Provide executive leadership, coaching, and oversight to senior managers and program teams.
- Promote a culture of innovation, accountability, inclusivity, and customer-focused service.
- Ensure that staff receive adequate training, professional development, and supervision.
- Uphold confidentiality, ethical standards, and all Public Service Codes of Conduct.

G. Crisis, Emergency & Welfare Response

- Serve on the National Emergency Response Team, supporting vulnerable communities during disasters or crises.
- Develop resilience-building plans that promote community preparedness and recovery.

Core Competencies :

Executive Leadership Competencies

- Strategic visioning & policy leadership
- High-level decision-making & risk management
- Political and cultural awareness
- Ethical, transparent, accountable governance

Professional Competencies

- Strong community engagement expertise
- Financial management and resource stewardship
- Program development, monitoring, and evaluation
- Research, data interpretation, and policy analysis

Behavioral Competencies

- Integrity, equity, and accountability
- Collaboration and partnership-building
- Innovation, adaptability, and problem-solving
- Commitment to service excellence and child-centered practice





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Required Qualifications

Education

- Master's degree in Social Work, Child & Family Studies, Psychology, Social Policy, or a closely related field (preferred).
- Advanced certification or postgraduate training in leadership, public engagement, or program management (preferred).

Experience

- 8–10 years of progressive leadership experience in social services, child protection, or family welfare, including at least 3–5 years at a senior or executive management level.
- Demonstrated success leading complex multidisciplinary teams in a public sector or regulatory environment.
- Experience in strategic planning, policy development, budget management, and organizational change.
- Experience managing complex projects, public-facing programmes, and community-level interventions.

SALARY: Grade 9.1 - \$75,363.00 per annum

APPLICATION PROCEDURE

Resumes with current contact information must be accompanied by a Covering Letter and National Turks & Caicos Islander Status Card (where applicable) or a photocopy of your passport photo page.

Two letters of reference will be required for all shortlisted candidates, together with copies of educational certificates. Any criminal record should be declared, and further checks will be carried out on shortlisted candidates. (A Police Certificate is required if available in Country of Applicant)

Applications should be addressed to The Director, Office of the Human Resource Management Directorate, Church Folly, Grand Turk.



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Current TCI Government 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.

