



# HUMAN RESOURCE MANAGEMENT DIRECTORATE

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

## GOVERNMENT VACANCY

**JOB TITLE:** House Manager

**MINISTRY:** Ministry of Home Affairs & Transportation

**DEPARTMENT:** Family & Children Services

**LOCATION:** The position is based in Grand Turk however at the discretion of the TCI Public Service may be relocated to another part of TCI.

### **JOB SUMMARY**

The House Manager of the Turks and Caicos Safe House in Grand Turk within the Department of Social Development will primarily provide supervision to the staff while creating a caring environment to address growth and the developmental needs of all residents. The incumbent manages all programs in the Safe House and complete all administrative responsibilities as required to maintain a high quality residential service to adolescents. The job holder will be responsible for the high standard quality of residential care service to wards between the ages of 12 – 17 years who are in need of care and protection. The incumbent will work closely with the staff of the Turks and Caicos Safe House and the Social Worker. The incumbent will ensure that the Turks and Caicos Safe House meets continuous quality improvement and best practice standards.

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

1. The incumbent will be responsible for the following supervision duties:
  - a. Oversee the day to day functioning of the Turks and Caicos Safe House by monitoring the general performance and offering practical insight and assistance to staff.
  - a. Conduct monthly meetings with management team and with residents to address the daily needs of the residents to ensure their wellbeing and to promote and maintain a strong loving family relationship within the Home.
  - b. Supervise staff in all matters related to program policies, procedures and structure ensuring that the quality of care is acceptable and there is consistency in the program operation.
  - c. Conduct staff meetings to ensure that all workers are well informed of program expectations.
  - d. Maintain a daily log at the end of each shift and liaise bi-weekly (every 2 weeks) with Asst. Manager on each resident.





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- e. Oversees the quality of verbal and written reports confirming that all information in the logs, behaviour charts and client files are accurate, current and professionally recorded.
  - f. Supervise all new admissions and to ensure the new resident is welcomed, a room prepared, information provided of the Home rules and routines.
  - g. Oversees the weekly reviewing of meal plans, grocery orders and meal preparation. Discuss and resolve any individual resident's nutritional needs (allergies, religious beliefs), ensuring they are incorporated in meal plans.
  - h. Ensure that all new relief staff receives a thorough orientation of the Turks and Caicos Safe House
  - i. Liaise, communicate and report to the Director and/or Deputy Director and assist in the implementation of plans of the interdisciplinary treatment team.
  - j. Supervise the expenditures, home inventory and recording of donations logged by the Asst. Manager through expense, inventory and log reports.
  - k. Co-ordinate and oversee property and vehicle maintenance in liaison with Asst. Manager and recording in the appropriate books.
  - l. Oversee the management of recruitment of volunteers with the Asst. Manager.
2. The job holder will be responsible for adhering to the following managerial duties:
- a. The overall management and administration of the Turks and Caicos Safe House that includes initial assessment, intervention, implementation of care plans, discharge plans, referrals and follow-ups for the residents. Oversees the case management system that records resident's goals and outcomes.
  - b. Ensure that the Safe House policies, procedures, protocols and standards are consistently adhered to on a daily basis.
  - c. Assess and record general performance of agency staff addressing individual strengths and areas requiring development in regular individual supervision. The incumbent will be responsible for orientation, training, performance appraisals, formulating individual staff development plans and disciplining staff.
  - d. Develop annual estimates of programmes and related expenditures to ensure the efficient and cost effective operation of the Safe House.
  - e. Facilitate a high level of service delivery through on-going program monitoring and evaluation.
  - f. Maintain an inventory of all programme equipment and that all furnishings are in good overhaul.
  - g. Accompany residents to all appointments and ensure medical files are updated after each appointment in the absence of the Asst. Manager.
  - h. Make certain that rewards and consequences administered to the residents are designed to:
    - i. Increase self-awareness and self-esteem.
    - ii. Ensure respect for the client is consistently demonstrated.
    - iii. Ensure that all activities are directed towards growth and benefit to the adolescents in treatment.
  - i. Ensure that health and safety standards are maintained and that any concerns are recorded and rectified; including, smoke detectors, fire alarms, security systems and water quality.





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- j. Develop and maintain professional and ethical standards within the organization that support the rights and best interests of the residents.
  - k. Provide reports to the Deputy Director and Director of Social Development on a monthly basis on the operation of the TCI Safe House
  - l. Participate in and contribute to the strategic planning of the Juvenile Home at the Department level to allow for collaborative and informed decision making and planning.
  - m. Provide on-going feedback to the Director regarding any gaps or deficiencies in the system that help to diminish the quality of service and/or creates a liability for the Turks and Caicos Government.
3. The incumbent will have the following administrative duties:
  - a. Develop and annually review protocols that enhance the working relationships with the appropriate interdisciplinary agencies.
  - b. Attend trainings and workshops and in-service education sessions to further develop and/or advance the skills necessary to provide appropriate residential care to Court mandated juveniles.
  - c. Organize staff coverage including relief coverage, vacation leave, sick leave, training leave and any other absences and available to cover any shift that is insufficiently staffed.
  - d. Ensure weekly work plans are submitted by supervised staff and the incumbent must also submit weekly work plans to their supervisor. This is to ensure efficient use of resources.
  - e. Keep current and detailed records of staff, including attendance, requests for leave, overtime pay and other personnel matters.
  - f. Report on the Safe House resident population and staffing ratios and informs supervisor of any concerns or adjustments required. This should be consistent with the statistics gathered regarding resident admission and discharge.
  - g. Manage the Juvenile Home budget effectively, noting any discrepancies, deficits or excesses.
  - h. Submit purchase order requests in a timely manner, ensuring that goods are promptly purchased and receipts are kept.
  - i. Engage in public presentations and activities related to the rehabilitation of youth in an effort to promote good public understanding and a cooperative team approach to addressing the issues of youth in the TCI. This will help to establish and maximize a community and employer partnership for residents and their families.
  - j. Adhere to attendance and punctuality policies to ensure the efficient running of the Home.
4. Assist with resident's reintegration into the community after leaving the residential care program at the Safe House by developing after care plans from a multi-agency approach and follow-ups for a period of three (3) months.
5. Undertake any other duties as required for the effective operation of the Juvenile Home and the safety and well-being of the residents and the staff.







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6. Adhere to the Safe House Policy and Manual.
7. Adhere to the Public Service codes, rules and regulations.

## **MINIMUM QUALIFICATIONS & EXPERIENCE:**

- Bachelor's Degree in the Social Work or the equivalent from an accredited university. A Master's degree is preferred.
- Certifications and an educational background in child and adolescent development, delinquency, trauma, behavior modification, group dynamics and systems theory is a plus.
- Certification in CPR and First Aid is a plus.
- The position requires at least three (3) years' experience in a supervisory position and at least five (5) years' experience working with children and adolescents, with juveniles in delinquency, or with trauma, behavior modification and/or group dynamics.

**SALARY: - GRADE 7 \$54,670.00 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. 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".**





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