



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: Residential Care Manager

MINISTRY: Public Safety & Utilities

DEPARTMENT: Family & Children Services

LOCATION: Grand Turk, TCI

JOB SUMMARY:

The Residential Care Manager of the Mahala Wynns Empowerment Home (MWEH) is responsible for the overall leadership, management, and administration of the residential facility, ensuring the delivery of safe, structured, and high-quality care to at-risk girls placed under the care of the Department of Family and Children Services (DFCS). The post holder provides direct supervision and guidance to all residential care staff, oversees the implementation of daily programmes and therapeutic interventions, and ensures that the home operates in accordance with established policies, safeguarding standards, and best practice in residential child care. The role is accountable for maintaining a stable, nurturing, and developmentally appropriate environment that supports the emotional, behavioural, educational, and social needs of residents. The Residential Care Manager ensures that individualized care plans are effectively implemented and monitored, working collaboratively with social workers, juvenile officers, and other key professionals to support each child's care, protection, and rehabilitation. The post holder is also responsible for ensuring compliance with all regulatory requirements, driving continuous quality improvement, and promoting positive outcomes for residents, including reintegration, life skills development, and overall well-being.

KEY DUTIES AND RESPONSIBILITIES:

The following outlines the core responsibilities of the post. This is not exhaustive, and duties may evolve in line with operational and strategic needs.

1. Leadership and Supervision

- Provide overall leadership and day-to-day management of the MWEH, ensuring a safe, structured, and therapeutic residential environment.
- Supervise and support residential care staff, ensuring adherence to policies, procedures, and care standards.
- Conduct regular staff meetings, supervision sessions, and performance reviews to maintain accountability and continuous improvement.





HUMAN RESOURCE MANAGEMENT DIRECTORATE

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

- Ensure all staff, including relief staff and volunteers, are appropriately recruited, oriented, and trained.
- Oversee staff scheduling, coverage, and deployment to ensure adequate staffing levels at all times.
- Maintain effective communication with the Director/Deputy Director and contribute to multidisciplinary care planning.

2. Programme and Service Delivery

- Oversee the implementation of daily routines, structured programmes, and therapeutic interventions aligned with residents' care plans.
- Ensure all admissions are properly managed, including orientation, risk assessment, and integration into the home environment.
- Monitor and review individualized care plans, ensuring alignment with each resident's developmental, behavioural, and rehabilitation needs.
- Promote a nurturing, respectful, and developmentally appropriate environment that supports positive behaviour, life skills, and emotional well-being.
- Ensure appropriate systems of rewards and behaviour management are applied consistently and constructively.

3. Case Management and Resident Outcomes

- Oversee the case management system, ensuring accurate documentation of resident progress, incidents, and outcomes.
- Work collaboratively with the senior social workers, social workers, juvenile officers and other professionals to support care, protection, and rehabilitation.
- Facilitate reintegration and aftercare planning, including multi-agency coordination and follow-up support.
- Ensure residents' health, education, and psychosocial needs are met, including coordination of appointments and services.

4. Operational and Facility Management

- Ensure the efficient administration of the Home, including oversight of daily operations, inventory, and resource utilization.
- Monitor and manage the Home's budget, expenditures, and procurement processes in line with Government regulations.
- Oversee meal planning, nutrition, and household management, ensuring residents' dietary needs are met.
- Ensure the maintenance of the facility, vehicles, and equipment, in coordination with relevant support services.
- Maintain a safe environment, ensuring compliance with health, safety, and safeguarding standards.

5. Compliance, Quality Assurance and Reporting





HUMAN RESOURCE MANAGEMENT DIRECTORATE

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

- Ensure full compliance with all DFCS policies, residential care standards, and safeguarding requirements.
 - Monitor and evaluate programme effectiveness, implementing improvements where necessary.
 - Maintain accurate, timely, and professional records, including logs, reports, and resident files.
 - Prepare and submit reports to the Director as required, including operational updates and performance data.
 - Identify risks, gaps, or service deficiencies and provide recommendations for improvement.
6. Stakeholder Engagement and Community Relations
- Develop and maintain effective working relationships with key agencies, community partners, and service providers.
 - Engage in public education, outreach, and partnership-building to support youth rehabilitation and reintegration.
 - Facilitate volunteer engagement and community involvement in a structured and appropriate manner.
7. Administration and Professional Practice
- Manage staff records, attendance, leave, and personnel matters in accordance with public service requirements.
 - Support staff development through training, coaching, and performance management.
 - Participate in strategic planning and contribute to the ongoing development of residential care services.
 - Ensure adherence to ethical standards, confidentiality, and professional conduct at all times.
8. General Responsibilities
- Support the safe reintegration of residents into the community through structured aftercare planning and follow-up.
 - Undertake any other duties required to ensure the effective operation of the Home and the well-being of residents and staff.
 - Comply with all applicable policies, procedures, and the Public Service Ordinance and related regulations.

MINIMUM QUALIFICATIONS & EXPERIENCE:

Qualifications:

- Bachelor's Degree in Social Work, Social Services, Psychology, or a related field from an accredited institution.
- A Master's Degree in a relevant discipline is preferred.





HUMAN RESOURCE MANAGEMENT DIRECTORATE

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

- Additional training or certification in areas such as child and adolescent development, trauma-informed care, behaviour management, or group dynamics is highly desirable.
- Certification in First Aid and CPR is an asset.

Experience:

- Minimum of 5 years' experience working with children and adolescents, particularly those at risk, in conflict with the law, or affected by trauma and behavioural challenges.
- At least 3 years' experience in a supervisory or leadership role, preferably within a residential care or child protection setting.
- Demonstrated experience in programme management, case management, and multidisciplinary collaboration.

SALARY: Grade 7.1 - \$54,670.00 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".

