



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 Officer

MINISTRY: Public Safety & Utilities

DEPARTMENT: Rehabilitation & Community Services

LOCATION: Providenciales

JOB SUMMARY:

- Provide direct care, supervision, and support to residents, ensuring their safety, well-being, and development at all times.
- Build positive, professional relationships with residents to promote trust, engagement, and behaviour change.
- Ensure consistent application of rules, routines, and expectations across all shifts to maintain structure and stability.
- Support the implementation of individual case plans and reinforce identified goals through daily interactions and supervision.
- Supervise and actively engage residents in daily routines, including education, life skills, recreation, and structured activities.
- Support and participate in group-based sessions, vocational activities, and family-related interventions as required.
- Use appropriate behaviour management techniques, including de-escalation, guidance, and conflict resolution, to manage challenging situations.
- Maintain the safety and security of the facility through active supervision, regular checks, and control of resident movement.
- Respond to incidents and emergencies in a calm and professional manner, following established procedures.
- Observe, monitor, and report changes in residents' behaviour, mood, and risk to support effective case management.
- Maintain accurate and timely records, including shift reports, incident reports, and progress notes.
- Participate in shift handovers to ensure continuity of care and supervision.
- Support the planning and implementation of daily routines, structured programmes, and reintegration activities.
- Safely transport residents to and from approved activities, appointments, and external programmes as required.





HUMAN RESOURCE MANAGEMENT DIRECTORATE

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

- Support communication with families and contribute to maintaining positive family relationships.
- Promote health, hygiene, and overall well-being, ensuring a clean and safe living environment.
- Ensure all safety, security, and operational standards are maintained throughout each shift.
- Contribute to a structured, respectful, and therapeutic environment that supports positive youth development.
- Perform any other duties related to the role as required.

MINIMUM QUALIFICATIONS & EXPERIENCE:

- High school diploma or equivalent required; Associate's degree in Social Work, Psychology, Criminal Justice, or a related field is an asset.
- Minimum of 2–4 years' experience working with youth, preferably at-risk or justice-involved populations, in residential care or a related setting.
- Demonstrated ability to engage, supervise, and support young persons, including managing challenging behaviour.
- Basic knowledge of youth development, behaviour management, and conflict resolution techniques.
- Experience or training in crisis intervention, de-escalation, and safeguarding is highly desirable.
- Ability to work in a shift-based environment, including evenings, weekends, and holidays.
- Strong communication, observation, and report-writing skills, with the ability to maintain accurate records.
- Ability to work as part of a team and follow established policies, procedures, and routines.
- Valid driver's license is required.

SALARY: Grade 6.1 - \$45,992.00 per annum

APPLICATION PROCEDURE:





HUMAN RESOURCE MANAGEMENT DIRECTORATE

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

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".

