



# HUMAN RESOURCE MANAGEMENT DIRECTORATE

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

## GOVERNMENT VACANCY

**JOB TITLE:****SENIOR CITIZENSHIP CASEWORKER****DEPARTMENT:****CITIZENSHIP AND NATURALISATION****MINISTRY:****HOME AFFAIRS AND TRANSPORTATION****LOCATION:****PROVIDENCIALES****JOB SUMMARY:**

To provide supervisory leadership, quality assurance, and operational oversight within the Citizenship & Naturalization Casework Unit, ensuring efficient, lawful, and customer-focused processing of applications in accordance with applicable Ordinances, Regulations, published guidance, and Ministry performance standards.

The post holder is responsible for workflow management, performance monitoring, compliance oversight, and statistical reporting to support strategic decision-making and service delivery improvements.

**KEY DUTIES AND RESPONSIBILITIES:****1. Operational Management & Workflow Oversight**

- Implement and supervise a structured case management and workflow system.
- Monitor intake, allocation, progression, and completion of citizenship and naturalization applications.
- Ensure applications are processed within established service standards and KPIs.
- Identify and address bottlenecks, backlogs, and operational risks.

**2. Supervision & Performance Management**

- Provide daily supervision and guidance to Caseworkers.
- Conduct quality assurance reviews of completed case files.
- Monitor staff productivity, accuracy, and adherence to policy.
- Support staff development through coaching, mentoring, and structured training sessions.
- Assist in performance evaluations and disciplinary matters where required.

**3. Case Review & Decision Support**

- Review complex and high-risk applications prior to escalation.
- Ensure compliance with statutory eligibility requirements and evidentiary standards.
- Prepare briefing notes and summaries for the Deputy Director and Director.
- Escalate sensitive, legal, or policy matters appropriately.

**4. Data Management & Reporting**



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- Maintain accurate electronic and physical records.
- Generate bi-weekly, monthly, and quarterly statistical and performance reports.
- Analyse trends in application volumes, approval/refusal rates, and processing timelines.
- Support Ministry reporting requirements, including Cabinet and senior management requests.

## 5. Compliance & Governance

- Ensure adherence to:
  - Citizenship and Immigration Ordinances
  - Data protection and confidentiality standards
  - Internal policies and procedural manuals
- Promote integrity, transparency, and accountability within the unit.

## 6. Stakeholder Engagement

- Liaise with internal governmental departments.
- Respond to escalated customer queries and complaints.
- Support inter-agency collaboration where necessary.

## 7. Continuous Improvement

- Contribute to process redesign and digital transformation initiatives.
- Recommend policy or procedural updates to improve efficiency.
- Participate in Ministry modernization efforts.

## 8. Other Duties

1. Perform any other duties assigned consistent with the level and scope of the post.

### **MINIMUM QUALIFICATIONS & EXPERIENCE:**

#### **Qualifications:**

- Associate's Degree in Law, Public Administration, Business Administration, Social Sciences, or a related field; OR
- At least 10 years in a similar job role with the relevant experience.

#### **Experience:**

- At least 2–3 years supervisory or team leadership experience.
- Experience in public sector administration or regulatory decision-making is highly desirable





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**SALARY:** Grade 6.1 – \$45,992.00 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, National Turks & Caicos Islander Status Card (where applicable). Shortlisted candidates must submit a Police Certificate.

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

**Current serving officers must apply through their Head of Department.**

**Applications without all supporting documents will not be processed.**

**TURKS AND CAICOS ISLANDERS NEED ONLY APPLY**

**We thank all applicants for their interest, however, only persons selected for an interview will be contacted.**

