



HUMAN RESOURCE MANAGEMENT DIRECTORATE

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

GOVERNMENT VACANCY

JOB TITLE: Deputy Director

DEPARTMENT: Emergency Medical Services

MINISTRY: Health and Human Services

LOCATION: Grand Turk

JOB SUMMARY:

The Deputy Director position is a senior management post and offers an opportunity to develop clinical expertise while contributing to the enhancement of clinical standards and management within the department. This role combines direct patient care with responsibilities for mentoring colleagues, supporting clinical education, and driving quality improvement initiatives. The post holder will work as part of the clinical team, providing high-quality patient care whilst taking on additional responsibilities for clinical governance, training delivery, and supporting the professional development of colleagues.

KEY DUTIES AND RESPONSIBILITIES:

- Assist the Director in overseeing daily EMS operations, including ambulance services, emergency response coordination, and field operations.
- Assume full operational authority in the Director's absence.
- Monitor response times, service coverage, and quality metrics to ensure optimal emergency medical care delivery.
- Supervise EMS supervisors, paramedics, EMTs, and support staff.
- Participate in recruitment, hiring, training, performance evaluation, and disciplinary processes.
- Develop and implement staff development programs, continuing education initiatives, and competency assessments to maintain a highly skilled workforce.
- Collaborate with the Director to develop strategic plans, operational policies, and clinical protocols.
- Ensure alignment with local and regional regulations, including compliance with licensing requirements and accreditation standards.
- Participate in budget preparation and resource allocation decisions.
- Oversee quality assurance programs, including clinical audits, incident reviews, and performance improvement initiatives.





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- Analyse patient care data, response metrics, and clinical outcomes to identify opportunities for improvement.
- Implement evidence-based practices to enhance patient care quality and safety.
- Coordinate emergency preparedness planning, including disaster response protocols and mass casualty incident management.
- Serve as incident commander or operations section chief during major emergencies.
- Maintain relationships with hospitals, fire department, law enforcement, and other emergency response agencies.
- Oversee maintenance and procurement of ambulances, medical equipment, and supplies.
- Ensure all vehicles and equipment meet safety standards and are properly maintained and inventoried in collaboration with the Mechanical Services Department.
- Represent the EMS department at community events, government meetings, and professional organizations.
- Develop public education programs on emergency preparedness, injury prevention, and appropriate use of emergency services.
- Adhere to all public service codes, rules and regulations.
- Any other related tasks which may be assigned by the job holder's Head of Department.
- Respond to 911 activations as support and or while on ambulance shift
- Perform field audits towards quality control and quality improvement
- Conduct inventory and supply management procedures towards maintaining service delivery and avoiding wastage
- Actively monitor and mitigate challenges of ambulance turnaround time at hospitals/health facilities,
- Performs any other duties that may be assigned by the Supervisor
- Adheres to all public service rules

MINIMUM QUALIFICATIONS & EXPERIENCE:

Qualifications:

- BSc (Hons) Paramedic Science or equivalent approved paramedic qualification and experience
- Valid Class B driving license (or willingness to obtain)

Experience:

- Minimum of 3 to 5 years' experience in the field of Emergency Medical Services.
- Supervisory and management experience would be an asset
- Paramedic or recent graduate with foundation clinical experience

Desirable





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- Advanced clinical qualifications (e.g. Advanced Cardiac Life Support, Advanced Trauma Life Support, Critical Care Transport certification)
- Experience in emergency preparedness, mass casualty incident management, or disaster response
- Familiarity with Electronic Patient Care Record (E-PCR) systems and EMS data analytics
- Experience working in an island or resource-constrained environment

SALARY: Grade 8.1 - \$73,525.00 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, National Turks & Caicos Islander Status Card (where applicable). 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.

