

Position Description

Position title:	Senior Manager	Reports to:	General Manager, Community Services
Program / Department:	Disability Pathways	Primary work location/s:	Salisbury
Direct reports:	Manager, NDIS Service Delivery x 2 Manager, Specialist Support Services Practice & Compliance Lead	Key stakeholders:	Disability Pathways Team, Practice & Quality Team, Finance Team Marketing Team, Digital Services Team P&C Business Partner, NDIS Quality & Safeguarding Commission, NDIA, Baptist Churches SA, ENU DHS, Industry networks
Award:	SCHADS	Classification:	Level 8 (Salaried)

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

Integrity Ensuring personal and corporate transparency and the highest ethical standards.	Compassion Treating people and communities with empathy, dignity and fairness.	Empowerment Releasing individual strengths that promote personal and community transformation.	Innovation Fostering a culture of continuous improvement, staff engagement and improved client outcomes.
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About the role

At Baptist Care SA's Disability Pathways, we provide NDIS-funded services and programs for participants of the National Disability Insurance Scheme (NDIS). We also provide an Exceptional Needs Unit program, supporting Aboriginal and Torres Strait Islander people at Bowden Lodge, a residential facility offering culturally appropriate services such as crisis intervention, behaviour management, and life skills training, delivered individually or in groups. Baptist Care SA is committed to caring for and nurturing individuals through the application of trauma-informed care.

You will be responsible for the financial performance and long-term sustainability of Disability Pathways, including the provision of high quality, person-centred care, stakeholder management, contract oversight, business development, and the adoption of commercially effective practices. The role also ensures compliance with the NDIS Quality and Safeguarding Commission, fulfils ENU DHS reporting obligations for Bowden Lodge, and drives continuous quality improvement across both Disability Pathways and Bowden Lodge services.

As a member of the Senior Management Team, you will promote a positive organisational culture, provide strategic leadership, and ensure accountable management in line with Baptist Care SA's Christian ethos and core values.

Role responsibilities

Operational and Financial Management

- Lead the operational management of Disability Pathways which includes Bowden Lodge facility to ensure the provision of high quality, person-centred care across all NDIS funded services.
- Maintain an in-depth knowledge of the NDIS pricing structure, standards and billing requirements for clients and keep up to date with relevant changes within NDIS standards and processes for client intake documentation and billing
- Develop and review Business plans to ensure the long-term financial sustainability of all NDIS funded services
- Ensure sound financial management including accountability for the Disability pathway budget, P&L outcomes and the management of grants
- Contribute to the development and management of information systems to record, analyse and report service information internally, to service partners and regulatory bodies
- Lead the development and implementation of relevant policies, procedures, guidelines and practice standards
- Develop, assess and review Key Performance Indicators for Disability Pathway services to monitor, analyse and take actions to achieve performance outcomes
- Responsible for leading strategic growth, and development of Baptist Care SA's Disability Services
- Oversees practice standards, service delivery, and new client intake and assessment through the leadership of direct reports.
- Responsible for the overall leadership and accountability of the Disability Pathways and Bowden Lodge teams, with a focus on growing NDIS-funded service delivery and representing Baptist Care SA within the South Australian disability sector.
- Represent Baptist Care SA Disability Services in peak industry bodies, engage actively with the NDIS, and cultivate strong relationships with key stakeholders and referral partners.

Strategic Business Development and Partnerships

- Represent Baptist care SA and become an influential voice in the disability service sector
- Lead the strategic development and growth of Disability pathways through commercially effective business practices and the pursuit of new business opportunities, partnerships and relationships
- Develop and maintain effective networks with a range of stakeholders to develop partnerships, clear referral pathways and support for new business opportunities, sustainability and growth
- Support members of the Disability Pathways team to establish and maintain networks and partnerships with carers, other agencies and service providers and community stakeholders to facilitate effective service provision
- Develop community and other networks, including with Baptist Churches, to support opportunities and choices for people with disability
- Collaborate with peak industry bodies, NDIA, ENU DHS and other Government agencies to contribute to the ongoing improvement of services and supports provided to people with disability and homelessness.

Person-Centred Care

- Lead and ensure services embed the Tapa Marnirni-apinthe Practice Framework
- Lead direct reports to ensure the team implement a person-centred approach to client engagement ensuring all clients, their families and advocates are treated with dignity and respect
- Lead direct reports to ensure clients are encouraged and supported to participate in decisions that affect them and ensure that our services offer genuine opportunities for independence, choice and control
- Lead direct reports to ensure that clients, carers and their families are engaged, informed, and consulted with and that they receive timely and appropriate communication and information that is accessible and in a format that best suits them
- Lead direct reports to ensure that the views of clients, their carers and families are incorporated into the design, review and evaluation of services

People Leadership and Culture

- Lead a highly skilled, multi-disciplinary team to provide outstanding services and encourage innovation to meet client needs
- Develop direct and indirect reports through provision of mentoring and leadership development in both practice related and professional business practice, as well as performance management
- Lead direct reports to professionally represent Baptist Care SA with clients, carers, guardians, advocates and all other professional business and industry interactions
- Set and model a team culture that demonstrates the organisations' Christian values and promotes a supportive, collaborative, ethical and accountable work behaviours, beliefs and values in alignment with Baptist Care SA mission, purpose and values
- Ensure all staff are appropriately trained, equipped and empowered to provide the highest quality of service to our clients
- Foster and maintain a workplace culture which attracts and retains skilled, experienced and values aligned staff
- Promote the implementation of WHS for the team, including the identification and control of hazards, the provision of appropriate information and training, and compliance with all relevant legislation, policies, procedures and systems Ensure all staff are appropriately trained, equipped and empowered to provide high quality service and work-output.

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and

- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Foster practice excellence which is grounded in the Practice Framework.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- Relevant qualifications in Disability, Management, Community Services, Social Work, Homelessness or a related field

The experience you bring

- Previous Senior Management experience in a similar role
- Previous operational and people leadership experience
- Significant previous experience working within the NDIS framework
- Stakeholder Management – internal and external e.g. NDIA, Quality and Safeguarding Commission, ENU DHS and other NDIS relevant government and community organisations
- Experience in managing direct reports and ensuring outcomes are delivered

The competencies (knowledge, skills and behaviours) you bring

- Demonstrated knowledge and understanding of the NDIS regulatory environment including the NDIS Rules, Price Guide, Practice Standards and Code of Conduct
- Evidence of ability to manage a multidisciplinary team.
- Track record of being a Practice Leader with ability to empower and partner to deliver restorative, trauma-informed and culturally responsive services.
- Strong interpersonal skills with the ability to build rapport with key stakeholders
- Understanding and commitment to promoting Aboriginal and Disability leadership
- Ability to work harmoniously and cooperatively with other people and to work independently at times without supervision
- Demonstrated ability to manage a commercially effective enterprise
- Evidence of effective stakeholder relationship management
- Adaptive leadership skills and ability to engage with executives, senior leaders, service delivery workers and clients

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- National Police Clearance as per the Background Screening Check Policy
- Training – Child Safe Environments
- A valid NDIS Worker Screening Check
- Ability to work outside of normal office hours
- Ability and willingness to travel within South Australia as required
- A valid full South Australian drivers' license (C Class)

Desired Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in public speaking/group management.

- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	3
Effective Date:	May 2025	Review Date	May 2026