



Senior Manager Disability Pathways

Candidate Information Pack



Vacancy Notice

About the role – Maximum Term Fulltime (24 Months)

In this key leadership role, you'll oversee the delivery of high-quality, person-centred care across Disability Pathways and Bowden Lodge, while managing stakeholder relationships, contracts, business development, and commercial practices. You'll ensure compliance with NDIS and DHS requirements, drive continuous improvement, and contribute to Baptist Care SA's strategic direction. With a focus on values-led leadership, this is your opportunity to guide dedicated teams, enhance service delivery, and make a lasting impact on the lives of South Australians living with disability.

Key responsibilities will include, but will not be limited to:

- 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.
- Responsible for leading strategic growth, and development of Baptist Care SA's Disability Services
- Ensure sound financial management including accountability for the Disability pathway budget, P&L outcomes and the management of grants
- Lead and ensure services embed the Tapa Marnirni-apinthe Practice Framework

About you:

You're a purpose-driven leader who cares about inclusion and making a real difference. With strong knowledge of the disability sector and a commercial mindset, you know how to lead high-performing teams and build great relationships. You work well with others, aren't afraid to get hands-on, and are driven by the chance to shape services that help people live their best lives.

You will also have the following skills and experience:

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

About us:

Baptist Care SA works collaboratively with South Australians from all walks of life. We provide Camping and Adventure Programs, Disability Services, Homelessness Services, Out of Home Care and Youth, Family and Community Programs. We are committed to finding a way forward for everyone we serve and supporting them to achieve their life goals. We find ways to make people's lives better.



Why work with us?

Baptist Care SA offers a flexible and supportive environment where you are encouraged to be the best version of yourself.

You'll also receive:

- A competitive salary on the SCHADS Award (Level 8) + super
- Salary packaging in addition to increase your take home pay
- A corporate health plan with BUPA offering discounted health insurance
- Employee Assistance Program
- Support cultural and community obligations, including up to five days Paid Cultural Leave

All staff are required to work within our code of conduct and undergo relevant pre-employment checks as part of our commitment to safeguarding vulnerable people.

Baptist Care SA is proud to be working towards uniting with BaptistCare (NSW, ACT, WA) and Baptcare (VIC, TAS), to create a newly merged national care organisation committed to providing exceptional support and services across Australia. Together, we are building on a shared history of care and compassion, expanding our reach, and strengthening our mission to help people live well with dignity and purpose.

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

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

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

Our Strategic Ambition

Why we exist

Baptist Care SA expresses God's love and compassion for people, especially those at risk or marginalised, by journeying with them towards the attainment of their full potential.



Our culture and behaviour

Integrity
Compassion
Empowerment
Innovation



What we will be known for

Restorative relationships
Connected communities, families and teams.

Strong partnerships
Common purpose, shared solutions.

Client centred
Inclusive, holistic approach.

Making a difference
Faith based, positive outcomes for communities and clients.

Great people
A thriving workplace and culture.



Where we will grow

Relationship-centred Services
Connect and restore clients to a wider set of trusted relationships.

Homelessness
Prevent and resolve experiences of homelessness.

Working with Aboriginal people
Culturally responsive through relationships.

Adventure Camping
Increase wellbeing through Adventure activities.

Organisational capability and capacity
Organisational foundations to deliver mission and strategy.

Measures for success

Improved Client Outcomes



Staff Engagement



Closing the Gap Targets



Partnership Engagement



Financial Sustainability





We put
people at the
heart of
what we do.



Who we are

Baptist Care SA is a faith-based organisation whose mission has always been to strengthen communities by valuing people and helping them experience hope, dignity and fullness of life.

We are a registered NDIS provider that supports people to live their best lives by building skills, connecting with communities and living independently.

As a multi-skilled and dedicated team, we partner with people, families and networks to create personalised plans, and deliver high standards of safe and respectful support.

If you're living with disability, or caring for someone living with a disability, we can work with you to find the support you need, delivered in a way that works for you.

Why choose Baptist Care SA?

CHOICE AND CONTROL

We focus on people's strengths, preferences and needs, and ensure they are informed about their choice of NDIS supports. Our work is underpinned by a client-centred practice framework that respects the rights of people with disability.

PERSONALISED SUPPORT

We create individual plans and provide personalised support to people living with disability to realise their unique goals.

WE WORK AS A TEAM

Our multi-skilled team collaborate with extended support networks, including families and other professionals, to ensure people get the most out of their NDIS plans.

WE'RE HIGH ACHIEVERS

We achieved a high standard in our last NDIS Practice Standard quality audit. This demonstrates that, as a registered NDIS provider, our practices comply with NDIA prescribed standards.

WE'RE FLEXIBLE

The way we connect is fun, flexible and varied, depending on people's unique needs. We can schedule visits at our offices in Wayville and Salisbury, or we can meet up at home, at school, a park, community centre or even the beach!

WE'RE SAFE

As a condition of employment, all Baptist Care SA employees must have up to date National Police Clearances and Working with Children Checks. Our disability employees must also have NDIS Worker Checks.



OUR SERVICES



Supported Independent Living

To enable our clients to live at home independently, we offer higher levels of support to manage everyday tasks, develop better social skills, and participate in sport and recreational activities. Supported Independent Living clients also have the option for a Support Worker to stay overnight.



In-Home Supports

Our in-home support program aims to make living at home easier with help for everyday tasks such as cooking, cleaning and budgeting. As well as additional support with developing social skills and participating in sport and recreational activities.



Developmental Education

Through education and learning strategies, we aim to increase independence, community connection and the achievement of life goals. We provide support with behavioural modification and sensory regulation; and through collaboration with allied health professionals we assist with daily living and social skills, as well as managing challenging behaviours. We also support families and caregivers with resources, emotional support and advocacy.



Occupational Therapy

Our specialised occupational therapy sessions build self-care skills that enable the development of emotional resilience, concentration and sensory processing. As well as enhancing participation in meaningful daily activities that improve overall health and wellbeing. We also offer one-off functional capacity assessments and capacity building plans for people of all ages.



Positive Behaviour Support

By understanding why challenging behaviours occur, such as communication difficulties, sensory challenges, or unmet needs, we are able to provide support in doing things differently. We help our clients to learn more effective ways to communicate, manage emotions and interact with others. We may also suggest modifying physical environments and daily routines to make them more supportive to the individual.



Pathway overview

Disability Pathways generates \$10.88 million in annual revenue and is supported by a dedicated team of 61 full-time equivalent (FTE) staff, spanning Management, Supported Independent Living (SIL), Allied Health, and Bowden Lodge services.

