



## Support Your Path Program

### Job Package

## Disabilities Support Manager

### **Pathfinders**

Pathfinders is a large community-based organisation providing Supported Accommodation and Homelessness services, Family and Youth Support services, National Aboriginal Birth Certificate program, Client Support Services and Out of Home Care services. Pathfinders' services are located across the Mid North Coast, New England and Northwest Tablelands of NSW. Pathfinders are committed to child-safe, culturally safe and trauma-informed practice across all corporate and service delivery functions, and operates within contemporary governance, risk, compliance and digital environments. Pathfinders' vision is that all children, young people and their families will have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality, and are able to achieve and contribute to their full potential.

### **The Sanctuary Model**

Sanctuary is an organisational framework that ensures that our culture and practices are guided by Trauma-informed principles. Sanctuary goes beyond providing a set of tools and techniques – it is a culture shift to address the effects of trauma at every level.

Pathfinders have made a commitment to embed the accredited and widely adopted Sanctuary model into every aspect of our organisation.

### **Support Your Path (SYP)**

Pathfinders Support Your Path program is an embodiment of our commitment to providing innovative and personalised direct care supports to individuals with disabilities. Our primary goal is to help participants embrace life and reach their goals, fostering greater independence while encouraging participation and learning. We are passionate about enabling people with disabilities to live their dreams and achieve the very best in their lives.

## Role of the Disabilities Support Manager

The Disabilities Support Manager is responsible for overseeing service delivery and driving the growth of Support Your Path (SYP) across the Mid North Coast and New England Northwest regions, while ensuring compliance with NDIS guidelines, policies, and quality standards. This role provides strategic leadership and operational oversight to ensure the consistent delivery of high-quality, person-centred services that meet the evolving needs of NDIS participants.

The Disabilities Support Manager leads the team, ensuring staff are supported with the guidance, resources, and direction required to effectively manage service delivery and regional growth. Through strong leadership, this role fosters a culture of collaboration, respect, and empowerment, while ensuring all services align with regulatory requirements, operational best practice, and participant outcomes.

The role is required to ensure that all practices are undertaken in accordance with Respect@Work legislation, relevant legislation, funding requirements and organisational policies and procedures. This includes promoting a safe, respectful and inclusive workplace and supporting practices that uphold the safety and wellbeing of staff, clients and the broader community.

Travel will be an expectation of this role

## Selection Criteria

- Relevant vocational/tertiary qualifications and/or equivalent relevant industry experience in Human Services industry management.
- Demonstrated Senior Management or leadership experience in the disability, community, or human services sector.
- Proven ability to lead, supervise, and develop staff, fostering skill growth and professional development.
- Demonstrated experience in building and maintaining strong relationships with participants, families, carers, and community/mainstream organisations.
- Capacity to develop creative solutions to day-to-day challenges and operational issues.
- Innovative thinking to identify new opportunities for program expansion and growth.
- Strong ability to work independently while contributing effectively to a regional team environment.
- High-level motivation, self-driven attitude, and superior interpersonal and engagement skills.
- Working knowledge of Human Rights principles and person-centred practices.
- Clear understanding of confidentiality requirements in service delivery.
- Commitment to working with people with disabilities, their families, and carers, ensuring person-centered support.

- High-level verbal and written communication skills, with proficiency in Microsoft Office and other relevant software.
- Willingness to embrace Pathfinders' program philosophy and actively participate in provided training.
- Accreditations required:
  - Police Check
  - Working with Children Check
  - NDIS Worker Screening Check
  - First Aid and CPR Certificate
  - Quality, Safety and You: NDIS Worker Orientation Module Certificate.
- Willingness to adopt Pathfinders program philosophy and engage in training when provided.

## Enquiries

**Application Enquiries** – To Corporate Services at [hr@pathfinders.ngo](mailto:hr@pathfinders.ngo)

## Guide for applicants

Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered based on merit, that is, the applicant considered to be the most capable of doing the job is selected.

Pathfinders encourages applications from people who identify as Aboriginal and/or Torres Strait Islander descent

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

## How to apply

***Applicants MUST follow these steps to be considered for the position.***

1. Prepare a typed application which includes:
  - A statement against each of the essential and desirable selection criteria for the position, giving examples to demonstrate how you meet them.
  - A current resume detailing your relevant skills and experience.
  - A photocopy of your relevant academic qualifications.
  - The names and phone numbers of two recent work-related Referees (at least one referee should be a recent supervisor, if possible).
2. Please email applications to [hr@pathfinders.ngo](mailto:hr@pathfinders.ngo)

## Interview

If you are selected for an interview, you will be contacted by email or via telephone. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.

Pathfinders are committed to inclusive recruitment practices and reasonable adjustments will be provided upon request.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.



## Support Your Path Program

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## Disabilities Support Manager

Position Title:	Disabilities Support Manager
Responsible to:	Senior Manager Communities
Supervises:	Team Leader/ Staff
Position Status:	Full time 38 hours per week
Salary:	SCHADS Modern Award <b>Level 8</b>

### Purpose of position

The Disabilities Support Manager is responsible for leading, managing, and driving the growth of Support Your Path (SYP) across the Mid North Coast and New England Northwest regions. This role provides strategic leadership and operational oversight to ensure the consistent delivery of high-quality, person-centred services for NDIS participants, while maintaining compliance with NDIS guidelines, policies, and quality standards.

The Disabilities Support Manager plays a critical leadership role, overseeing service delivery across their designated regions and supporting staff to achieve high-quality outcomes. They ensure staff are equipped with the necessary guidance, resources, and professional development opportunities to maintain service excellence and support sustainable growth. Through strong leadership, this role fosters a culture of collaboration, respect, and empowerment, ensuring all services align with regulatory requirements, best practice, and participant outcomes.

Additionally, this role is responsible for staff leadership, stakeholder engagement, operational problem-solving, and continuous improvement initiatives to enhance service delivery and drive regional growth. Regular travel within the region is required to support staff, maintain service consistency, and strengthen relationships with participants, families, and key stakeholders.

#### Key Responsibilities:

- **Growth & Strategic Leadership**
  - Drive the expansion of SYP's disability support services across the designated regions.
  - Identify opportunities to enhance service delivery and participant outcomes.

- Develop and implement strategies to increase participant engagement and program sustainability.
- **Team Leadership & Staff Management**
  - Lead and support staff across the program.
  - Provide direction and oversight to ensure the consistent delivery of high-quality, person-centred services.
  - Guide and mentor staff in effectively managing their responsibilities and achieving service delivery outcomes.
  - Foster a collaborative, respectful, and empowering team culture.
  - Support ongoing professional development and training to maintain service excellence and build team capability.
- **Operational Oversight & Compliance**
  - Ensure NDIS compliance across all service areas.
  - Oversee the implementation of policies, procedures, and quality assurance measures.
  - Work closely with staff to monitor and enhance day-to-day operations.
  - Ensure effective allocation of staff and resources to meet participant needs.
- **Stakeholder Engagement & Relationship Management**
  - Build and maintain strong relationships with NDIS participants, families, caregivers, and external stakeholders.
  - Represent SYP at regional and industry events, fostering partnerships to support program growth.
  - Collaborate with internal and external stakeholders to advocate for participant needs and service improvements.
- **Travel & Regional Coordination**
  - Regular travel within the Mid North Coast and New England Northwest regions to support staff, participants, and stakeholders.

Conduct site visits and regional meetings to ensure consistency in service quality.

## Reporting relationship and accountabilities

**Disabilities Support Manager will:**

- Report directly to the Senior Manager, Communities
- Work closely with staff to ensure seamless service delivery
- Uphold Pathfinders and NDIS Code of Conduct, policies and procedures at all times.
- Provide leadership, development and direction to the Support Your Path Program.
- Develop annual budgets, income and forecasts for each Support Your Path Program.
- Identify transitioning business development opportunities.
- Develop growth and manage program within budgets.
- Identify transitioning business development opportunities.

## Specific tasks and responsibilities

## **Growth & Strategic Leadership**

- Drive the expansion of Support Your Path (SYP) across the Mid North Coast and New England Northwest regions.
- Develop and implement growth strategies that enhance service delivery, increase capacity, and ensure program sustainability.
- Monitor and respond to changes within the NDIS to ensure services remain compliant, relevant, and aligned with evolving requirements.
- Contribute to the development of annual budgets and income forecasts for each program.
- Manage program growth within budgetary constraints, ensuring financial sustainability and efficient resource allocation.
- Build community awareness of SYP services and establish strong referral pathways with local services, organisations, and government departments.

## **Operational Oversight & Compliance**

- Oversee service delivery to ensure consistent, high-quality, person-centred supports.
- Ensure compliance with NDIS Practice Standards, registration requirements, and all relevant legislation, policies, and frameworks.
- Lead and support NDIS registration processes, including participation in full and mid-term audits, and ensure audit readiness across all service areas.
- Develop, implement, and monitor policies, procedures, and quality assurance systems to maintain service excellence.
- Promote and ensure staff understanding and adherence to organisational policies, procedures, and compliance obligations.
- Undertake program planning, implementation, monitoring, and evaluation, using continuous improvement and action learning principles.
- Oversee rostering systems to ensure appropriate staffing levels, skill mix, and effective service coverage.
- Apply and monitor contractual obligations, industrial relations requirements, and employment conditions within program operations.

## **Team Leadership & Staff Management**

- Provide strong leadership, development, and direction to all Support Your Path Program staff.
- Ensure the delivery of high-quality, person-centred active supports to current and future clients.
- Lead, supervise, and support staff
- Recruit, select, and manage employees in accordance with organisational policies and best practices.
- Lead and motivate employees to ensure social inclusion of people with disabilities.
- Provide regular supervision, performance development meetings, and staff appraisals.
- Conduct and participate in staff meetings, ensuring effective communication and problem-solving.
- Facilitate staff training and professional development to maintain service excellence.

## **Stakeholder Engagement & Relationship Management**

- Build and sustain supportive and effective relationships with NDIS participants, families, carers, and external stakeholders.
- Positively promote the Support Your Path Program and engage in network-building with agencies and the community.
- Represent SYP at regional and industry events, fostering partnerships to support program growth.

- Establish and maintain effective referral pathways and coordination of local services to support participant needs.

### **Travel & Regional Coordination**

- Conduct regular site visits and meetings across the Mid North Coast and New England Northwest to support staff and ensure consistency in service quality.
- Address operational issues on-site, providing hands-on leadership when needed.
- Maintain a strong regional presence to strengthen organisational visibility and engagement.

### **Professional Development & Organisational Commitment**

- Attend professional development meetings, annual performance appraisals, and debriefing sessions.
- Pursue ongoing personal and professional development to enhance leadership and service contributions.
- Undertake training as directed to stay updated on industry best practices.
- Complete all reasonable tasks as directed by the Senior Manager.

Adhere to Pathfinders' Code of Conduct, Policies, and Procedures.

## **Pathfinders – Purpose and Goals**

Pathfinder's vision is that all Children, Young People and their Families have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality and are able to achieve and contribute to their full potential in Australian society.

## **Pathfinders Vision**

The Pathfinders vision is to develop thriving communities in which all people can fully participate and develop freely through mutual trust and acceptance. We see this being achieved through collaborative strategies and best practices, a strong and respectful workforce, and advancing bold and progressive ideas and policies

## **Pathfinders Mission**

Our mission is to empower people to live with hope and equal opportunity to reach their potential. We provide hope through purpose and passion; generously sharing our expertise, knowledge and resources to make a transformative difference. We create equal opportunity by facilitating access to education, employment and safe housing; breaking down barriers that are obstacles to growth and independence.

## **Pathfinders Principles of Service**

The following principles guide our provision of services to children, young people and their families:

- Our practice will reflect the rights of children, young people and their families to social justice, economic and social equality and self-determination and to be free from discrimination based on religion, gender, race, sexuality or disability

- Quality service provision based on equity and need
- Community based, collaborative approaches to the provision of services
- Individualised, flexible case planning using a strengths-based intervention model that ensures the safety, emotional security and connectedness of our clients
- Culturally appropriate interactions with families and children are paramount
- Participation of our clients and stakeholders in the process of service delivery and planning
- Continuous service development and quality improvement through ongoing evaluation and review

## Pathfinders across the New England, Northwest Tablelands and Mid North Coast and Northern Territory

Pathfinders is now located in offices across the New England and Northwest Tablelands at Moree, Inverell, Glen Innes, Tamworth and Armidale and the Mid North Coast at Kempsey, Taree, Port Macquarie and Coffs Harbour and Northern Territory at Palmerston and Alice Springs.

Our services continue to grow with our organisation now supporting children, young people and their families with supported accommodation services, family and youth support services, juvenile justice, youth work, child protection, and Out of Home Care services.

### ***Pathfinders programs and services include:***

- Youth social, recreational and vocational programs.
- Family referral services to ensure assistance gets to families and their children when they need it
- Information and referral assistance to link client with appropriate support agencies
- Refuge and supported accommodation services to young people
- Full time support for young people in out of home care
- Juvenile justice support services to assist young people to reintegrate into our communities
- Child projection and family referral services
- Field placement and training for local TAFE and University students seeking employment in human services
- Provision of out of home care services, foster care support programs and foster care programs for children and young people under the guardianship of the Minister for Community Services
- Provision of family preservation services, supervised contact, therapeutic camps/activities and after-care services to vulnerable children, young people and their families

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**Employee Signature**

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**Date**