

Position Description



Position Title: Developmental Pathways Manager

Location: Barkuma Elizabeth and Holden Hill

Reports to: Executive Manager Operations

About Barkuma

Barkuma is a not-for profit organisation that provides a range of services to assist people with disability. For over 50 years, Barkuma has provided an environment of self-determination that opens up a lifetime of limitless learning and opportunity. Together, we establish the capacity and confidence to transition out of secondary school and continue to build a lifetime of independence that makes quality employment and accommodation outcomes possible.

Mission: To partner with the community to deliver support and services designed to improve the lives of people with a disability.

Vision: Be the provider of choice for people with a disability.

Barkuma Values

Rights	We listen and support the aspirations of our people, clients and staff.
Inclusion	We believe everyone has a valued contribution to make and the right to feel safe in all environments.
Collaboration and partnerships are the keys to achieving great outcomes	We encourage others, look for win-wins, and celebrate our success and that of others.
With, not for	We aim to develop capability, not create dependence.
Impact	We believe in accountability, doing what we say, and getting things done. We set goals, make plans and meet deadlines.
Learning	We are always learning and are well-placed to meet the challenges of tomorrow.

Purpose

The Developmental Pathways Manager leads a team and works collaboratively with internal and external stakeholders to oversee participant intake, onboarding, transition planning and person-centred service delivery across Barkuma services. The role covers NDIS intake and transitions, as well as Inclusive Employment Australia (IEA) intake and transitions. The role provides leadership and oversight to support participants in achieving their goals and navigating key life transition stages, including leaving school, commencing work, independent living, retirement and/or moving into other services. This role is responsible for leading the training requirements for participants in Supported Employment, as well as applying a developmental approach to education and learning. This role also requires a commitment to customer safeguarding, operational leadership and developmental support to people with disability, making a meaningful impact on their lives.

Accountability

- Provide leadership, direction and performance oversight across the Participant Relationship Team and related administrative support roles
- Lead and support a coordinated and person-centred approach to participant enquiries, intake, onboarding and transition activities across Barkuma services.
- Oversee participant onboarding, service agreements, participant documentation, NDIS service bookings and related operational administration and compliance requirements across relevant service systems.
- Support coordinated referral pathways, participant transitions and access to appropriate services and supports across Barkuma and external providers.
- Provide expertise to the Operations Team to design, develop and continually improve developmental models of service delivery, transition pathways and participant support practices.
- Work with Operations Team to ensure all services have clear access criteria and pre-assessment protocols. Work with Operation Teams to design Client Employment Transition Pathways.
- Work with the ARS team to support planning development for clients.
- Lead client transitions from employment and accommodation services to alternate pathways.
- Oversee reasonable adjustment tools to support client development and responses to incidents/concerns.
- Provide support for investigations relating to Barkuma clients.
- Work with leadership to establish referral protocols for clients supports, inclusive of regular planning processes and response to unforeseen issues.
- Collaborate with Operations Teams to provide exit support and key transition life stages for clients including linking with appropriate services and supports.
- Support the management and escalation of operational complaints, safeguarding matters and participant risk considerations in collaboration with operational and safeguarding teams.
- Liaise with the Safeguarding Team around incident trends, client feedback, PBS and risk & support plans and assist where appropriate with implementation in operations.
- Work with participants and families/guardians/relevant other supports to identify goals, transition planning, reporting, and if applicable input to NDIS funding supports.
- Support oversight of Inclusive Employment Australia claims and related compliance processes.
- Responsible for maintaining/keeping complete and accurate records of supports delivered to NDIS participants. Records will be used to verify quantity, type and duration of support delivered if selected for a compliance review of financial audit.
- Participate in and provide leadership across strategic projects, industry engagement activities and continuous improvement initiatives to support organisational objectives and service development.
- Assessment, treatment and reporting of risk within Barkuma policy.
- Additional duties as directed within the employee's skill, competence and training.

Work Health and safety responsibilities

- Ensure compliance with legislative requirements and Barkuma policies and procedures
- Provide a work environment and systems of standardised work ensure safe work practices are carried out at all times, including workplace inspections and audits and the reporting of hazards, near misses and incidents.
- Ensuring reasonable adjustments, policies and procedures are in place to safeguard people with disability.
- Promote a culture of safety consciousness and accountability within the organisation.

Quality Assurance responsibilities

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- Establish quality assurance mechanisms to monitor service delivery, participant onboarding, operational processes and compliance requirements, including regular audits, surveys and feedback mechanisms.
- Comply with required quality accreditations including but not limited to ISO:9001, HACCP, NSDS and NDIS practice standards.
- Adhere and advance Barkuma's Quality management Systems.

Skills and Abilities

- Extensive experience in cross organisational leadership role.
- Extensive experience in establishing NDIS related service agreements and processes for participant intake, onboarding, transition planning and person-centred service delivery practices.
- Current NDIS and Inclusive Employment Australia (IEA) knowledge and understanding of disability service provision.
- Strong verbal and written communication.
- Apply a person centred, strengths-based approach to working with individuals.
- Sound knowledge of Microsoft Office Suite.
- Adaptability to manage change in a complex environment.

Qualifications, Certification

- Tertiary qualifications in Disability Studies or equivalent allowing access to Developmental Educators Australia Inc.
- Maintain current registration with relevant professional association or body (including maintaining professional development responsibilities)

Special Conditions

- Work rights for Australia
- Ability to work and travel across different Barkuma sites.
- Current NDIS Worker Check (or willingness to obtain)
- NDIS Worker Orientation Module 'Quality, Safety and You' (or willingness to obtain).
- Current DHS Working with Children Check
- Appropriate Child Safe Environments certificate (or willingness to obtain)
- Appropriate infection control certificate
- Current Australian Driver's Licence (restricted P2 licence and above)

I confirm that I have read, understood, and agree to comply with the scope and duties of Position Description.

Name (insert here) _____

Signed _____ Date ____/____/____

HR Use Only: Amendment Record

NDIS Risk Assessed: Yes, Specified Services and Support

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Version Number	Amendment	Amended by	Date
1.0	Newly created	Executive Manager Operations	March 2025
2.0	Amended	Executive Manager Operations	May 2026
3.0	Amended	Executive Manager People and Safeguarding	Sept 2026