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|  | <b>Position Title:</b>        | <b>Senior Group Manager, Allied Health</b>  |
|   | <b>Program:</b>               | <b>Community Services and Allied Health</b> |
|   | <b>Salary Classification:</b> | <b>Chief Grade 3</b>                        |
|  | <b>Date:</b>                  | <b>May 2026</b>                             |

## ROLE PUPOSE

The Senior Group Manager, Allied Health provides strategic and operational leadership to deliver high-quality, safe and effective allied health services that achieve meaningful outcomes for clients and families. The role is accountable for service performance, workforce effectiveness, financial sustainability, and quality outcomes across a diverse portfolio of multidisciplinary services.

With a strong focus on day-to-day operational excellence, the Senior Group Manager, Allied Health ensures services are responsive, efficient and sustainable, while maintaining a forward-looking approach to continuous improvement, service integration and contemporary best practice. The role oversees service delivery models, workforce planning and performance frameworks to ensure alignment with organisational strategy, regulatory requirements and sector expectations.

Working in close partnership with the Director, Community Services and Allied Health and Clinical Practice Leads, the Senior Group Manager, Allied Health strengthens the integration of clinical excellence, operational performance and financial stewardship to support safe, inclusive and person-centred service delivery.

## PRIMARY OBJECTIVES

The primary objective of the Senior Group Manager, Allied Health is to lead and optimise a portfolio of multidisciplinary allied health services to deliver safe, high-quality and sustainable outcomes for people with disability and their families.

- Provide senior leadership across a portfolio of multidisciplinary allied health services
- Ensure safe, high-quality and sustainable service delivery for people with disability and their families
- Integrate clinical governance, operational performance, workforce capability and financial stewardship
- Deliver services aligned with organisational strategy, regulatory requirements and sector best practice
- Drive improved outcomes for clients, families and the organisation

## REPORTING RELATIONSHIPS

This role reports to the Director, Community Services and Allied Health who will provide supervision and review. This role has a number of direct reports and works in conjunction with other team members.

## EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Yooralla Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Promoting and protecting the human rights of people with disability, in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD) (2008).
- Working to ensure high-quality and safe supports and services for NDIS participants, meeting and exceeding the NDIS Practice Standards and Quality Indicators.
- Meeting obligations under all relevant Victorian and Commonwealth legislation.
- Berry Street Yooralla is committed to service delivery that prioritises and celebrates diversity and inclusion. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street Yooralla is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.
- Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children, in accordance with our legal obligations including MO 1359 and child safe standards.

| ROLE RESPONSIBILITIES                       | Specific responsibilities, duties and tasks  |
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| <b>Strategic and Operational Leadership</b> | <ul style="list-style-type: none"> <li>• Lead the planning and delivery of Allied Health services in line with organisational strategy and priorities.</li> <li>• Translate strategic objectives into operational plans and measurable outcomes.</li> <li>• Drive service innovation, growth and continuous improvement initiatives.</li> <li>• Ensure services are responsive to client needs, market conditions and funding environments.</li> </ul>   |
| <b>Service Performance and Delivery</b>     | <ul style="list-style-type: none"> <li>• In collaboration with the Director, Community and Allied Health take a leading role ensuring service delivery and Allied Health performance meets strategic and operational objectives with a focus on continuous quality improvement.</li> <li>• Provide oversight of risk identification, WHS responsibilities, high risk decision-risk decision making, critical incident response and quality-of-care issues, ensuring compliance with NDIS, statutory and organisational requirements.</li> <li>• Accountable for achievement of service delivery targets, including access, utilisation and client outcomes.</li> <li>• Monitor and manage service performance through data analysis, reporting and performance frameworks.</li> <li>• Ensure effective demand management, intake and service allocation processes.</li> <li>• Address service gaps, inefficiencies and risks impacting performance.</li> </ul> |
| <b>Clinical Governance and Quality</b>      | <ul style="list-style-type: none"> <li>• Ensure effective implementation of clinical governance frameworks across services.</li> </ul>   |

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|  | <ul style="list-style-type: none"> <li>• Oversee quality, safety and risk management systems, including audit and compliance activities.</li> <li>• Ensure services meet NDIS Practice Standards and regulatory requirements.</li> <li>• Support a culture of continuous improvement and evidence-informed practice.</li> </ul>   |
| <b>People Leadership &amp; Workforce development</b>               | <ul style="list-style-type: none"> <li>• Oversee recruitment, induction and operational supervision of staff; ensure annual PDPs are completed; support staff wellbeing; monitor workloads; ensure team compliance with mandatory training; and provide coaching and development in line with policy.</li> <li>• Lead by example in actively promoting and implementing the requirements of Berry Street Yooralla's positive duty to provide a safe workplace, health and safety management system – policies, procedures, and processes. Including, holding staff accountable for observing all safe work procedures, rules, and instructions.</li> <li>• Provide feedback and wellbeing support through probationary reviews, regular supervision meetings, annual performance planning and review.</li> <li>• Ensuring direct reports have completed all mandatory training and development required for their role.</li> <li>• Lead and support the Allied Health team to build a capable, engaged and high-performing workforce.</li> <li>• Oversee workforce planning, recruitment and retention strategies.</li> <li>• Ensure effective performance management and development frameworks are in place.</li> <li>• Foster a positive culture aligned with organisational values and expectations.</li> </ul> |
| <b>Financial Management</b>  | <ul style="list-style-type: none"> <li>• Accountable for development and management of divisional budgets.</li> <li>• Monitor financial performance, including revenue, expenditure and utilisation.</li> <li>• Identify and implement strategies to improve financial sustainability and efficiency.</li> <li>• Manage cost drivers, workforce utilisation and service delivery models to achieve financial targets.</li> <li>• Contribute to business planning, forecasting and funding submissions;</li> <li>• Submit reports in alignment with regular reporting requirements to funding bodies</li> </ul>  |
| <b>Administration and Reporting</b>                                | <ul style="list-style-type: none"> <li>• In collaboration with the Director, Community Services and Allied Health, have input into budget development, monitor expenditure and exercise financial delegations in accordance with organisational policies.</li> <li>• Ensure accurate and timely reporting, maintain client records, and utilise mandated data and case management systems.</li> </ul>   |
| <b>Community, Stakeholder Engagement &amp; Program Development</b> | <ul style="list-style-type: none"> <li>• Build and maintain collaborative relationships with government departments, other key stakeholders, partners and sector agencies to support coordinated service delivery.</li> <li>• In collaboration with the Director, Community Services and Allied Health identify opportunities for program growth, lead service development proposals, contribute to tenders and advocate for service improvement.</li> </ul>  |

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|                            | <ul style="list-style-type: none"> <li>• Represent the organisation in sector forums, partnerships and funding discussions.</li> <li>• Work collaboratively across Berry Street Yooralla to ensure integrated service delivery.</li> </ul>                           |
| <b>Risk and Compliance</b> | <ul style="list-style-type: none"> <li>• Identify, monitor and manage strategic and operational risks.</li> <li>• Ensure compliance with legislative, regulatory and organisational requirements.</li> <li>• Promote a proactive risk management culture.</li> </ul> |
| <b>Other</b>               | <ul style="list-style-type: none"> <li>• May be required to participate in afterhours/-hours/on call-call rosters, travel between sites and work flexibly based on operational needs.</li> <li>• Other duties as required.</li> </ul>                                |

## KEY SELECTION CRITERIA

- Demonstrated strong interpersonal and communication skills (including public speaking, presentations, and facilitation skills) with the ability to build trusted relationships, foster collaboration and navigate complex stakeholder environments.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Senior leadership experience in management of a multidisciplinary team with proven ability to develop and maintain a competent and cohesive clinical team incorporating interdisciplinary practice, supporting clinicians with varied levels of experience and seniority.
- Proven ability to lead and manage a team and individual performance within a service delivery environment, encouraging and empowering staff, with the ability to provide professional supervision and professional development to staff.
- Demonstrated ability to develop change management initiatives based on organisational requirements, gaining commitment from staff and key stakeholders and ensuring the area is ready to move with change processes.
- Demonstrated ability to develop, implement, monitor and review policies and procedures both within the Allied Health professional division and the broader Berry Street Yooralla environment, ensuring operational and organisational requirements are met.
- Demonstrated ability to provide senior-level strategic and operational leadership within a complex allied health or disability service environment, driving high-quality, safe and effective service delivery aligned with organisational strategy, regulatory requirements and contemporary best practice.
- Proven ability to drive service and program performance using data, insights and performance frameworks to ensure accountability, quality outcomes and continuous improvement, including experience embedding clinical governance, risk management, and quality and safeguarding requirements within allied health services
- Demonstrated understanding of the contemporary challenges facing allied health clinicians in the disability and community services sectors.
- Demonstrated experience managing and optimising divisional or program budgets within a service delivery environment, ensuring financial sustainability while maintaining service quality, workforce capability and positive client outcomes.
- Proven capability to engage, influence and gain commitment from staff and key stakeholders to successfully implement change and support service integration and innovation.
- Demonstrated experience developing, implementing and reviewing policies, procedures and service frameworks within a large organisation, ensuring compliance with legislative, regulatory and organisational requirements, including NDIS Practice Standards.
- Highly developed emotional intelligence, empathy and people-centred leadership capability, with a demonstrated commitment to inclusive, trauma-informed and culturally safe practice.
- Ability to lead in a way that reflects organisational values and supports the rights, dignity and wellbeing of people with disability, families and staff.

## QUALIFICATIONS AND OTHER REQUIREMENTS

- Current professional registration with Australian Health Practitioner Regulation Agency (AHPRA) or Speech Pathology Australia (SPA).
- Extensive postgraduate clinical experience as an Allied Health professional.
- Extensive experience in a management/leadership role in a disability or community service organisation.
- Staff members must hold a valid WWCC, NDIS Worker Screening Check and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

## HIGHLY DESIRABLE

- Formal qualification in Management or Leadership
- Experience working directly within the Allied Health sector.

## OUR VALUES

**We expect all staff to apply these Values in all aspects of their work.**

- We put the person living with a disability first.
- We do better together - we work as a team.
- We speak up

Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. **In everything we do we seek to protect children**

## INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

The following is a table that outlines the main physical and psychological requirements of the position.

| Element  | Key Activity  | Frequency      |
|--|---|----------------|
| <b>Client Facing and Service Delivery</b>  | Work with clients who may have a physical, psychiatric, or sensory disability.  | Regular        |
|  | Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.                             | Regular        |
|  | Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.  | Regular        |
|  | Drive vehicles with possible distractions from client behaviour, verbal or physical.  | Not Applicable |
|  | Work in a client's home or their family home alone and/or with others.  | Occasional     |
|  | Represent, advocate, and cooperate with legal processes which may include attendance to court.  | Occasional     |
| <b>Work Environment</b>  | Manage demanding and changing workloads and competing priorities.   | Daily          |
|  | Work in different geographic locations.   | Regular        |
|  | Be exposed to all outdoor weather conditions.   | Occasional     |
|  | Work via computer from home as required.  | Regular        |
|  | Work office hours with the possibility of extended hours. Flexible arrangements by agreement.   | Occasional     |
|  | Work rostered hours with the possibility of overtime.   | Occasional     |
|  | Work on-call after hours.   | Occasional     |
|  | Work in an open plan office with no assigned desk.  | Daily          |
|  | Work in buildings which may require the use of stairs or elevators.   | Regular        |
|  | Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.   | Daily          |
|  | Work in educational or community facilities.  | Occasional     |
|  | Drive vehicles possibly over long distances and in all traffic and weather conditions.  | Regular        |
| Undertake training and professional development activities both internal and external to the organisation. | Regular   |                |
| <b>Administrative Tasks</b>  | Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data. | Daily          |
|  | Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.  | Daily          |