



Position Title:	Senior Manager, Bridges
Program:	Disability Services
Salary Classification:	SCOE Agreement, Band C
Date:	July 2026

ROLE PURPOSE

The Senior Manager, Bridges is responsible for the strategic leadership, growth, coordination and sustainability of the Bridges portfolio.

The role provides oversight of all Bridges service streams, leads the development and implementation of innovative service models, identifies growth and funding opportunities, and strengthens referral pathways and partnerships across disability, child and family services, health, education and government sectors.

Working closely with the Executive Director, Disability Services, the position supports business development, stakeholder engagement, advocacy, sector influence and strategic growth initiatives, while ensuring high-quality, effective and financially sustainable service delivery. The role will contribute to broader policy and reform discussions, including disability, child and family services and early intervention reforms, and support Berry Street Yooralla's participation in key sector forums and partnerships.

The Senior Manager, Bridges will play a critical role in positioning Berry Street Yooralla as a recognised leader in disability-informed practice within child and family services, driving innovation, influencing system reform and strengthening outcomes for children, young people and families.

PRIMARY OBJECTIVES

The primary objectives for the Senior Manager, Bridges are:

- Lead the delivery of high-quality, safe and compliant Bridges services across all streams.
- Drive the strategic growth and financial sustainability of the Bridges portfolio.
- Strengthen referral pathways and integrated service responses across key sectors.
- Build and maintain strategic partnerships to enhance service reach, impact and influence.
- Lead innovation and continuous improvement of disability-informed service models.
- Provide strategic leadership, performance oversight and workforce support to enable effective service delivery.

REPORTING RELATIONSHIPS

This role is based at the Collins Street office on Wurundjeri County.

This role reports into the Executive Director, Disability Services who will provide supervision and review.

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
Quality Services	• Provide leadership and oversight across all Bridges service streams to ensure high-quality, safe and effective service delivery. • Ensure services operate in accordance with organisational policies, legislative, contractual and funding requirements. • Monitor program performance, client outcomes, financial sustainability and continuous improvement initiatives.
Leadership	• 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.
Reporting & Stakeholder Communication	• Prepare reports, briefings and presentations for Executive Leadership, Board Committees and key stakeholders.
Innovation	• Lead the development, implementation and evaluation of innovative service models that respond to emerging community need and improve outcomes for children, young people and families. • Identify opportunities for program growth, diversification and sustainable funding aligned to organisational priorities and sector reforms. • Develop business cases, funding proposals, grant applications and partnership opportunities to support the expansion of the Bridges portfolio. • Drive service design and continuous improvement initiatives informed by evidence, data, client outcomes and sector trends.

	• Monitor emerging policy, market and reform developments, including disability, child and family services and early intervention reforms, to identify strategic opportunities. • Support pilot programs and new initiatives that strengthen Berry Street Yooralla's position as a leader in disability-informed practice.
Workforce Planning & Service Development	• Support workforce planning, implementation and service development activities.
Strategic Partnerships & Sector Engagement	• Build and maintain strong relationships across disability, child and family services, health, education, government and community sectors. • Support the Executive Director, Disability Services and CEO in the development and maintenance of strategic government, sector and funding partnerships. • Develop referral pathways and collaborative service arrangements that increase access, impact and sustainability of the Bridges portfolio. • Represent Bridges and Berry Street Yooralla at sector forums, networks, working groups and stakeholder meetings. • Promote the Bridges model and its outcomes to strengthen awareness, engagement, referral activity and sector influence. • Contribute to advocacy and reform initiatives that advance disability-informed practice and improve outcomes for children and young people.
Other	• May be required to travel between sites; work flexibly based on operational needs. • Other duties as required.

KEY SELECTION CRITERIA

- Excellent communication skills (including public speaking, presentations, and facilitation skills) with the ability to convey information clearly and adapt style to suit different audiences.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Highly developed written communication skills, including preparation and review of reports and documentation.
- Strong organisational and time management skills with the ability to manage competing priorities.
- Demonstrated senior leadership experience within disability, allied health, community services or a related sector, with the ability to lead high-performing teams and deliver outcomes in complex, regulated environments.
- Strong strategic thinking capability, with the ability to identify opportunities, respond to emerging sector trends, and translate insights into sustainable service growth and innovation.
- Extensive experience in business development, partnership development and service expansion, including securing funding, developing business cases, grant applications and tenders, and implementing financially sustainable service models that balance social impact.
- Highly developed stakeholder engagement and influencing skills, including demonstrated success working with government departments, statutory authorities, peak bodies and sector leaders, and representing organisations in forums, conferences and strategic working groups.
- Proven capability in designing, implementing and scaling innovative programs and service models, supported by experience in advocacy, reform implementation and/or policy initiatives.
- Strong understanding of functional assessment, evidence-based practice and person-centred approaches, with the ability to embed quality and best practice in service delivery.
- Highly developed organisational and time management skills, with the ability to manage competing priorities and deliver outcomes in dynamic service environments.
- Resilience, adaptability and a continuous improvement mindset, with a demonstrated commitment to innovation, reflective practice, and inclusive, client-centred outcomes.
- Experience working within regulated service systems, ensuring compliance, quality assurance and accurate documentation aligned with legislative and funding requirements.

QUALIFICATIONS AND OTHER REQUIREMENTS

- Tertiary level qualifications in the Allied Health discipline.
- AHPRA Registration (if applicable)
- Experience in a relevant field or equivalent such as disability, community services or health.
- 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

- Experience working in a disability or community services organisation.
- Experience supporting NDIS planning, functional assessment or evidence preparation.
- Understanding of high-intensity support needs and complex disability.
- Experience in workforce training, coaching or capability development.
- Experience in quality improvement, auditing or practice development.

OUR VALUES

We expect all staff to apply the 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
Client Facing and Service Delivery	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.	Not Applicable
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Occasional
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Occasional
	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.	Not Applicable
	Work on-call after hours.	Not Applicable
	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.	Regular
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Undertake training and professional development activities both internal and external to the organisation.	Regular
Administrative Tasks	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