

Vacancy Information

Duty Managers, Alice Springs

Aboriginal Hostels Limited (AHL)

At AHL we strive to influence and shape opportunities for Indigenous Australians through the delivery of accommodation and support across our national network of hostels. Our hostel facilities provide safe, comfortable, culturally appropriate and affordable accommodation, enabling access to education, employment, health care and other essential services.

What We Offer

AHL offers great employment conditions including generous superannuation, allowances, and salary sacrifice (packaging) options. AHL's Salary Packaging Program includes a benefit up to \$15,900 per FBT year for mortgage or rent payments, or for living expenses. Salary packaging allows staff to reduce tax, providing more take home pay.

The Positions

Job Title:	Duty Managers
Classification:	APS 3
Job Type:	Ongoing / Non-ongoing, full-time / part-time / casual
Salary:	\$55,263 - \$59,908 per annum plus superannuation
Allowances:	Manager Allowance of \$1500pa, District Allowance of \$2622pa
Location	Alice Springs
Contact Officer:	Sharron Presley
Closing Date:	30 May 2018

AHL is seeking to engage highly motivated and experienced candidates who can fill the role of Duty Manager in any of our six hostels located in Alice Springs. Vacancies are available for immediate filling, and we are also seeking to create a merit list for filling future vacancies and to establish a pool of on-call casual employees who are available to work at short notice.

As a Duty Manager, you will have primary responsibility for the day to day running of the hostel. You will work under the general direction of the Business Manager and Operations Manager and will provide supervision to hostel workers on a daily basis, ensuring a high standard of service is delivered to our residents.

Our Hostels in Alice Springs:



Akangkentye Hostel

72 bed Multipurpose Hostel
34 South Terrace, Alice Springs NT 0870



Alyerre Hostel

41 bed Medical Hostel
16 Bath Street, Alice Springs NT 0870



Apperre Mwerre Visitor Park

82 bed Multipurpose Hostel
15 Len Kittle Drive, Alice Springs NT 0870



Ayiparinya Hostel

94 bed Multipurpose Hostel
Lot 8139 Larapinta Drive, Alice Springs NT 0870



Sid Ross Hostel

40 bed Medical Hostel
15 Gap Road, Alice Springs NT 0870



Topsy Smith Hostel

40 bed Medical Hostel
14-18 Renner Street, Alice Springs NT 0870

Duties and Responsibilities	
Guest Services	<ul style="list-style-type: none"> ❖ Welcome guests upon arrival, ensuring high quality customer service during their stay; ❖ Work closely with hostel staff to accommodate guests' needs; ❖ Liaise with internal and external stakeholders to ensure guest needs are attended to in an efficient and professional manner; ❖ Provide accurate, up-to-date and practical information to guests. ❖ Ensure all guest reservations and bookings are up-to-date and accurate using AHL's reservation management system (RMS); ❖ Ensure that complaints are addressed in line with AHL's complaints handling system;
Hostel Operations	<ul style="list-style-type: none"> ❖ Be responsible for administrative tasks including RMS, budgeting and hostel expenditure; ❖ Coordinate hostel rosters, staff shifts and leave arrangements to ensure optimal coverage at all times; ❖ Where required, assist with general cleaning duties, housekeeping, food preparation or kitchen-hand assistance; ❖ Be thorough with handovers at the beginning and end of shifts, to maintain consistent and supportive customer service.
Management	<ul style="list-style-type: none"> ❖ Provide line management, support and leadership to all hostel staff; ❖ Oversee regular development, performance management and identify training needs for hostel staff; ❖ Work closely with the Business and Operations Managers to support recruitment needs and staffing related decisions.
Community Engagement	<ul style="list-style-type: none"> ❖ Facilitate and support productive working relationships with local providers, suppliers and AHL staff. ❖ Resolve complex issues that arise to ensure a positive, culturally appropriate experience and quality stay for hostel guests.
Work Health and Safety (WHS)	<p>All workplace tasks will be performed in a manner which upholds AHL's commitment to safety of its staff and residents by adhering to relevant Work Health and Safety (WHS) practices at all times. This includes the requirement for an employee to:</p> <ul style="list-style-type: none"> ❖ Promptly report workplace hazards and WHS issues, including injury or illness, to their manager or Health and Safety Representative (HSR) as soon as practicable; ❖ Report an unsafe, hazardous or emergency situation using AHL's critical incident management framework and procedures; ❖ Appropriately use equipment or substances provided by AHL and report all asset and property maintenance related matters. <p>Additionally, you will perform the duties of the First Aid Officer, Harassment Contact Officer and Fire Warden when on duty.</p>
Other	Other duties as directed.

Whilst this duty statement summarises the purpose of the job and lists its key tasks, it is not a definitive list of all the tasks to be undertaken. Tasks can vary at the discretion of the Chief Executive Officer, in consultation with the employee. To deliver services effectively, a degree of flexibility is needed and the employee may be required to perform work not specifically referred to above.

Our ideal candidate will demonstrate the following:

<p>Values</p>	<p>Commitment to working with Aboriginal and Torres Strait Islander peoples and the demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples. This commitment will be shown by your capacity to:</p> <ul style="list-style-type: none"> ❖ Understand Aboriginal and Torres Strait Islander peoples and cultures; ❖ Identify issues affecting Aboriginal and Torres Strait Islander peoples today; and, ❖ Communicate respectfully.
<p>Personal Attributes</p>	<ul style="list-style-type: none"> ❖ Proven integrity, reliability, and adaptability; ❖ Proven ability to plan, organise and oversee a team; ❖ Team initiative and diligence; ❖ A positive, proactive and compassionate attitude.
<p>Skills and Experience</p>	<ul style="list-style-type: none"> ❖ To be successful in this role you must have experience working in a hotel, community or health care services, residential facility or similar. You must be able to lead and oversee the delivery of guest services and demonstrate a detailed understanding of quality customer support. ❖ You will demonstrate the desire to make a difference, advocate and adapt, to build a compassionate community for Aboriginal and Torres Strait Islander peoples. You will have the ability to relate positively with local stakeholders. ❖ You will be responsible for administrative duties including a reservation management system, budget expenditure, operational reports and staffing performance. You must be able to demonstrate accountability for decisions, with the ability to face complex tasks with sound knowledge and professional judgement. ❖ You must also demonstrate a detailed understanding of Work Health and Safety (WHS) practices, and be committed to operational needs, performing additional duties as requested.
<p>Physical Requirements</p>	<p>This position requires good physical health. The Hostel Manager will be required to walk, lift, carry, and work a flexible schedule, and must be able to move continuously during working hours.</p>
<p>Certifications</p>	<ul style="list-style-type: none"> ❖ Current CPR training and First Aid Certificate or willingness to obtain one; ❖ Current Mental Health First Aid Certificate or willingness to obtain one. ❖ Current Drivers Licence
<p>Desirable</p>	<ul style="list-style-type: none"> ❖ Certificate III in Community Services or equivalent; ❖ Previous management experience in a residential environment.
<p>Conditions of Engagement</p>	<ul style="list-style-type: none"> ❖ Hold Australian citizenship ❖ Obtain a Working with Children’s Check (or equivalent) ❖ Satisfactory National Criminal History Check ❖ Satisfactory Medical Assessment ❖ Satisfactorily complete a Probation period

This is an **Identified Position** and Indigenous jobseekers are encouraged to apply, as well as non-Indigenous jobseekers with a demonstrated commitment to working with Aboriginal and Torres Strait Islander peoples.

RecruitAbility also applies to this vacancy. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the vacancy if you choose to apply under the scheme; declare you have a disability; and meet the minimum requirements for the position. For more information see:

<http://www.apsc.gov.au/priorities/disability/recruitability>

How to apply:

1. Complete the position Application Pack.
2. Prepare your resume outlining your career history, qualifications and contact details for at least two recent referees;
3. Send an email with your Application Pack and resume to recruitment@ahl.gov.au by the closing date, **Wednesday 30 May 2018**.
4. Please be sure to include your name and the position in the subject of your email.