**Vacancy Information**

**(Affirmative Measures – First Nations)**

***Please note:*** *The filling of this vacancy is intended to constitute an affirmative measure under section 8(1) of the Racial Discrimination Act 1975. It is open to First Nations candidates only.*

**Our purpose** is to provide culturally safe and affordable accommodation for First Nations people who need to be away from home to access services and economic opportunities.

**Across our network of hostels**, dedicated AHL staff provide accommodation and meals for residents in a culturally safe and supportive environment. We have a strong network of relationships with other organisations, including First Nations organisations. This network both refers residents to AHL and works alongside AHL to support residents to meet their needs. We are proud to be one of the largest employers of First Nations people in the Australian Public Service, First Nations employees make up over 40% of our workforce.

**Join us in Alice Springs!** We are seeking an experienced individual to join the Sid Ross Hostes as the Assistant Hostel Manager. Working with us will provide you with a chance to contribute to improving the quality of life and economic opportunities for First Nations people.

**Assistant Hostel Managers** work closely with local stakeholders to support First Nations people into our hostels and ensure residents are connected with the services they require during their stay.

**Working in conjunction with the Hostel Manager**, your role will be to ensure hostel occupancy is high and service to residents is exceptional. You will be a hands-on manager, working closely and supervising a small hostel team to provide three meals a day whilst ensuring the facility is clean, safe and welcoming. You will be a perfectionist, ensuring all hostel operations are meeting standards in line with guidelines and policies and continually developing your team to improve our service offering.

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| Job Reference | VN0325 |
| Job Title | Assistant Hostel Manager |
| Classification | APS Level 4 (Affirmative Measures – First Nations) |
| Employment Type | Ongoing, Fulltime (75 hours per fortnight)  We are also looking to establish a Merit Pool to fill any future vacancies that may arise. |
| Salary | $71,560 - $78,001 per annum plus 15.4% Superannuation |
| Benefits | * Remote Locality Allowance of $3,464 pa without dependants or $6,290 with one or more eligible dependants * Generous shift penalties apply for work weekends and public holidays. * Regular salary packaging options for vehicles, superannuation and laptops etc PLUS, ability to salary sacrifice $15,900 per FBT year for rent, mortgage or living expenses. This benefit reduces taxable income, increasing fortnightly take-home pay. |
| Location | Sid Ross Hostel, NT- [Sid Ross Hostel | Aboriginal Hostels Limited](https://www.ahl.gov.au/hostels/sid-ross-hostel) |
| Applications open | 24 January 2025 to 16 February 2025 |
| Contact Officer | Lorraine Tait – 0474 691 681 |

**Position Description**

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| Primary Role | Under the direction of the Hostel Manager, manage the day-to-day operations of the hostel in accordance with AHL policy, procedure, the Australian Public Service (APS) Code of Conduct and relevant APS legislation. |
| Leadership and Accountability | * Be accountable for hostel operations and make independent decisions based on AHL policies and guidelines. * Support hostel teams in achieving AHL’s goals by providing clear direction and guidance on work expectations and deliverables. * Make effective use of individual and team capabilities and delegate according to daily priorities. * Interpret hostel operational documents for the team to ensure all team members are aware of policies and adhere to these.   Regularly report to the Operations Management Team and National Office. |
| Job Context and Environment | * Support AHL’s vision to improve the quality of life and economic opportunities for First Nations People by providing safe, culturally appropriate and affordable accommodation. Communicate and promote AHL’s vision to the hostel team and communicate how each role contributes to AHL’s vision. * Understand and apply AHL delegations and broader APS guidelines and principles. |
| Stakeholder Engagement | * Liaise with internal and external stakeholders to support resident access to services and resources which foster health, well-being and independent living. * Implement hostel occupancy strategies. * Liaise with internal and external stakeholders to ensure guest needs are attended to in an efficient and professional manner. |
| Service Delivery | * Create a culture of excellent customer service at the hostel. * Ensure guests feel welcome, culturally safe and comfortable at all times. * Address customer concerns promptly in accordance with AHL Customer Feedback Guidelines. * Provide accurate, up-to-date and practical information to guests. * Provide a healthy meal service to residents with consideration of health requirements and ensuring the meal service adheres to the agreed menu plans. * Manage resident behavioural issues in line with AHL policies. * Support celebrations/events for days of significance for First Nations people including NAIDOC Week. * Engage with local Aboriginal or Torres Strait Islander organisations to support cultural activities and understanding at the hostel. |
| Hostel Operations | * Deliver services in accordance with AHL’s Operations Handbook. * Ensure correct RMS tariff receipt and deposit of payments. Ensure all guest reservations and bookings are up-to-date and accurate using AHL’s Reservation Management System (RMS). * Ensure timesheets are completed daily and are accurate. * Where required, assisting with general cleaning, housekeeping, food preparation/serving and kitchenhand duties. * Provide handovers at the beginning and end of shift, to maintain consistent hostel operations and supportive customer service. * Regularly inspect the facility and escalate facility management issues in line with operational requirements. * Ensure food safety plans are adhered to through regular monitoring of food safety sheets and training of kitchen staff. * Manage the Salto Door Access system including ensuring appropriate use of staff and resident cards. * Maintain discretion and privacy of resident and staff information. * Adhere to AHL’s Child Protection Framework (available on AHL website). |
| Staff Management | * Provide management, support and leadership to all hostel staff. * Support recruitment processes in line with APS Recruitment policies. * Provide regular feedback to staff and provide development and training where needed. * Ensure all contractors undertake site induction. |
| Professional Service & Community Engagement | At all times perform with integrity and professionalism, which includes:   * Create productive working relationships with stakeholders, suppliers and staff. * Attend work on time and in accordance with approved work patterns. * Resolve resident issues promptly to create a positive, culturally appropriate experience and quality stay for residents. * Show respect for all residents and the diversity of residents’ personal situations. |
| Work, Health & Safety (WHS) Property Maintenance | Adhere to Work Health and Safety (WHS) practices, including:   * Uphold AHL’s commitment to safety of its staff and residents. * Ensure workplace hazards and WHS issues are reported promptly, including injury or illness. * Ensure the correct reporting of unsafe, hazardous or emergency situations using AHL’s Hazard and Incident Reporting procedures. * Use equipment or substances in a safe and appropriate manner. * Report of all property maintenance requirements. * Perform the duties of First Aid Officer and Emergency and Fire Warden. |
| Other | Other duties as directed. |
| *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. You will be located at the work location as specified in your employment contract, however, you may be required to perform your duties or other duties at alternate locations, as directed for operational requirements.* | |

**Skills and Experience required**

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| All applicants will be assessed in relation to their ability to perform in accordance with the APS Values and Code of Conduct, the social justice principles of equity and workplace diversity and work health and safety. | |
| The successful applicant will demonstrate: | |
| 1 | In-depth understanding of Aboriginal and Torres Strait Islander cultures and issues affecting First Nations peoples |
| 2 | Demonstrated ability to support outcomes for First Nations peoples and the demonstrated ability to communicate sensitively and effectively with First Nations peoples. |
| 3 | Proven ability to manage a high performing team including supporting individual development of team members and supporting effective performance. |
| 4 | Experience in providing accommodation and meal services and an understanding of the policies and procedures needed to support effective delivery of these services. |
| 5 | Ability to prepare reports and escalate issues including in regard to WHS, Child Protection, facilities management and resident behaviour. |
| 6 | Ability to effectively manage budgets including the ability to drive tariff income and manage cost effective food services and facility management practices. |
| 7 | Excellent stakeholder engagement skills that will support services for First Nations people. |
| Qualifications and Training | First Aid Certificate; Emergency Warden Training; Food Safety Supervisor Certificate (or ability to obtain these qualifications in the first six months of employment). Training is provided by AHL where required. |
| Fitness for Work | You will need to be in good physical health. Hostel Managers will be required to walk, lift and carry, work a flexible schedule, and must be able to move continuously during working hours. |

**Recruitment Initiatives**

This is an Affirmative Measures – First Nations applicants only position. The filling of this vacancy is intended to constitute an Affirmative Measure under section 8(1) of the Racial Discrimination Act 1975. To be eligible to apply under the Affirmative Measures initiative, applicants must:

* be an Aboriginal person and/or a Torres Strait Islander person
* identify as an Aboriginal person and/or a Torres Strait Islander person, and
* be accepted by their community as being an Aboriginal person and/or a Torres Strait Islander person.

Applicants under the Affirmative Measure must meet the three criteria mentioned previously. Successful applicants will be required to provide evidence of Aboriginal and/or Torres Strait Islander status before they are appointed to the role. Suitable evidence of Aboriginal or Torres Strait Islander status may include:

* a letter signed by the Chairperson of an incorporated Indigenous organisation confirming that the applicant is recognised as an Aboriginal and/or Torres Strait Islander person, or
* a confirmation of Aboriginal and/or Torres Strait Islander status document executed by an Indigenous organisation.

If you are having trouble getting a confirmation, there are a number of resources to assist you:

* Australian Institute of Aboriginal and Torres Strait Islander Studies
* Link-Up
* Office of the Registrar of Indigenous Corporations
* National Aboriginal Community Controlled Health Organisation

**Eligibility**

This position is open only to Aboriginal and/or Torres Strait Islander candidates. The successful candidate will be required to:

* provide an Australian Citizenship document (e.g birth certificate or passport)
* provide confirmation of Aboriginal and/or Torres Strait Islander descent
* Hold and maintain a valid Working With Children Check in the NT (Ochre Card)
* Undergo a Satisfactory National Criminal History Check
* Meet the Fitness for Duty requirements, and
* Hold or obtain the essential qualifications.

For new employees, a six-month probationary period will apply.

**How to apply**

* Complete the **Application Form** available on our website [www.ahl.gov.au/work](https://www.ahl.gov.au/work)
* Upload your current **Resume** and completed **Application Form** by 11:59pm AEST on **Sunday   
  16 February 2025**
* Alternatively, you can apply by emailing your current **Resume** and completed **Application Form**  
  to [ahl@horizonone.com.au](mailto:ahl@horizonone.com.au) or [jobs@ahl.gov.au](mailto:jobs@ahl.gov.au) by 11:59pm ACST on **Sunday 16 February 2025**. Please include your name and the job reference (VN0325) in the subject of your email.