



Australian Government



ABORIGINAL  
HOSTELS LIMITED

## Vacancy Information

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

**Across its network** of hostels, dedicated Aboriginal Hostels Limited (AHL) staff provide accommodation and meals for residents in a supportive environment, assisted by local First Nations service providers and referral agencies.

**AHL also supports** the Australian Government's efforts to improve economic outcomes for First Nations people. By purchasing goods and services from First Nations businesses at every opportunity, we help support a more inclusive economy. We are proud to be one of the largest employers of First Nations people in the Australian Public Service, First Nations employees make up approximately 50% of our workforce.

**AHL is seeking an** experienced administrator who is passionate about delivering excellent customer service and positive outcomes for First Nations Australians. Our 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. Your role is to ensure hostel occupancy is high and service to residents is exceptional. You will be a hands-on manager, working closely with the small hostel team to provide three meals a day and 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. You will be reporting to an Operations Management Team and will provide regular reports on hostel operations to the Operations Management Team and to AHL's National Office business areas as required.



<b>Job Reference</b>	VN3225
<b>Job Title</b>	Assistant Hostel Manager
<b>Classification</b>	APS Level 4
<b>Employment Type</b>	Ongoing, Full Time (75 hours per fortnight) We are also looking to establish a Merit Pool to fill any future vacancies that may arise.
<b>Salary</b>	\$75,022 - \$81,775 pa
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• 15.4% superannuation.</li> <li>• Generous shift penalties apply for work weekends and public holidays.</li> <li>• 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.</li> </ul>
<b>Location</b>	Newcastle, NSW: <a href="#">Durungaling Hostel   Aboriginal Hostels Limited</a>
<b>Contact Officer</b>	Carla Wills – 0460 111 106

## Position Description

Primary Role	Under the direction of the Operations Management Team, 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	<ul style="list-style-type: none"> <li>• Be accountable for hostel operations and make independent decisions based on AHL policies and guidelines.</li> <li>• Support hostel teams in achieving AHL’s goals by providing clear direction and guidance on work expectations and deliverables.</li> <li>• Regularly conduct quality assurance checks of the hostel to ensure the hostel is meeting operational requirements and address areas of non-compliance.</li> <li>• Make effective use of individual and team capabilities and delegate according to daily priorities.</li> <li>• Interpret hostel operational documents for the team to ensure all team members are aware of policies and adhere to these.</li> <li>• Hold regular team meetings to share information, hear the views of the team and look for continual improvement in hostel operations.</li> <li>• Regularly report to the Operations Management Team and National Office.</li> </ul>
Job Context and Environment	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Understand and apply AHL delegations and broader APS guidelines and principles.</li> </ul>
Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Review and improve occupancy strategies quarterly and ensure implementation of the strategies lead to high occupancy.</li> <li>• Liaise with internal and external stakeholders to support resident access to services and resources which foster health, well-being and independent living.</li> <li>• Liaise with internal and external stakeholders to ensure guest needs are attended to in an efficient and professional manner.</li> </ul>
Service Delivery	<ul style="list-style-type: none"> <li>• Create a culture of excellent customer service at the hostel.</li> <li>• Ensure guests feel welcome, culturally safe and comfortable at all times.</li> <li>• Address customer concerns promptly in accordance with AHL Customer Feedback Guidelines.</li> <li>• Provide accurate, up-to-date and practical information to guests.</li> <li>• Provide a healthy meal service to residents with consideration of health requirements and ensuring the meal service adheres to the agreed menu plans.</li> <li>• Manage resident behavioral issues in line with AHL policies.</li> <li>• Support celebrations/events for days of significance for First Nations people including NAIDOC Week.</li> <li>• Engage with local Aboriginal or Torres Strait Islander organisations to support cultural activities and understanding at the hostel.</li> <li>•</li> </ul>
Hostel Operations	<ul style="list-style-type: none"> <li>• Deliver services in accordance with AHL’s Operations Handbook.</li> <li>• 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).</li> <li>• Ensure budgets are met and expenditure is in line with AHL policies.</li> <li>• Coordinate staff rosters and leave arrangements with support from the Operations Team. Ensure timesheets are completed daily and are accurate.</li> </ul>

	<ul style="list-style-type: none"> <li>• Where required, assisting with general cleaning, housekeeping, food preparation/serving and kitchenhand duties.</li> <li>• Provide handovers at the beginning and end of shift, to maintain consistent hostel operations and supportive customer service.</li> <li>• Regularly inspect the facility and escalate facility management issues in line with operational requirements.</li> <li>• Ensure food safety plans are adhered to through regular monitoring of food safety sheets and training of kitchen staff.</li> <li>• Manage the Salto Door Access system including ensuring appropriate use of staff and resident cards.</li> <li>• Maintain discretion and privacy of resident and staff information.</li> <li>• Adhere to AHL's Child Protection Framework (available on AHL website).</li> </ul>
Staff Management	<ul style="list-style-type: none"> <li>• Provide management, support and leadership to all hostel staff.</li> <li>• Ensure staff undertake mandatory training and facilitate the participation of staff training in line with role requirements.</li> <li>• Facilitate the participation of staff in staff forums, including the monthly standup meetings and support roster flexibility as required.</li> <li>• Ensure all staff have current qualifications for their roles, for example First Aid, Food Safety, WHS, Child Protection training, Working with Vulnerable People.</li> <li>• Support recruitment processes in line with APS Recruitment policies.</li> <li>• Ensure all staff annual performance agreements are completed on time including agreeing on clear performance standards, providing regular feedback to staff and providing development and training where needed.</li> <li>• Ensure all new staff undertake AHL's induction program on commencement.</li> <li>• Ensure all contractors undertake site induction.</li> </ul>
Professional Service & Community Engagement	<p>At all times perform with integrity and professionalism, which includes:</p> <ul style="list-style-type: none"> <li>• Create productive working relationships with stakeholders, suppliers and staff.</li> <li>• Attend work on time and in accordance with approved work patterns.</li> <li>• Resolve resident issues promptly to create a positive, culturally appropriate experience and quality stay for residents.</li> <li>• Show respect for all residents and the diversity of residents' personal situations.</li> </ul>
Work, Health & Safety (WHS) Property Maintenance	<p>Adhere to Work Health and Safety (WHS) practices, including:</p> <ul style="list-style-type: none"> <li>• Uphold AHL's commitment to safety of its staff and residents.</li> <li>• Ensure workplace hazards and WHS issues are reported, including injury or illness.</li> <li>• Ensure the correct reporting of unsafe, hazardous or emergency situations using AHL's Hazard and Incident Reporting procedures.</li> <li>• Use equipment or substances in a safe and appropriate manner.</li> <li>• Report of all property maintenance requirements.</li> <li>• Perform the duties of First Aid Officer and Emergency and Fire Warden.</li> </ul>
Other	Other duties as directed.
<p><i>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.</i></p>	

## Skills and Experience required

<p>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.</p>	
<p>The successful applicant will demonstrate:</p>	
1	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 **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. The successful applicant will need to demonstrate a knowledge and understanding of Aboriginal and Torres Strait Islander Peoples and display respect and dignity in all their dealings with staff and residents.

Further, the **RecruitAbility** scheme applies to this vacancy. Under the RecruitAbility you will be invited to participate in further assessment activity for the vacancy if you choose to apply under RecruitAbility; declare you have a disability; and meet the minimum requirements for the position. For more information on the RecruitAbility scheme please follow this link: [APSC Recruitability scheme guide applicants](#).

## Eligibility

- Be an Australian Citizen
- Undergo a Satisfactory National Criminal History Check (prior to engagement)
- Meet Fitness for Duty requirements (prior to engagement)
- Hold and maintain a Working with Children Check in NSW (prior to engagement)
- Hold or obtain relevant qualifications.

## How to apply

- Complete the **Application Form** available from our website [www.ahl.gov.au/work](http://www.ahl.gov.au/work)
- Email your current **Resume** and completed **Application Form** to [jobs@ahl.gov.au](mailto:jobs@ahl.gov.au) by 11:59pm AEST on **Wednesday 9 April 2025**
- Please include your name and the job reference (VN3225) in the subject of your email.

Aboriginal Hostels Limited | Work Pattern

Position	Assistant Hostel Manager						Position Number	5246		Work Pattern	5246		
Location	Durungaling (5019)												
DAY	Working Hours								Shift Penalties				
	On	Off	On	Off	On	Off	On	Off	Total	30%	50%		
Thursday	7:00	11:00	11:45	15:00	15:45	19:00			1	10.5000			
Friday	7:00	11:00	11:45	15:00	15:45	19:00			2	10.5000			
Saturday									3	0.0000			
Sunday									4	0.0000			
Monday									5	0.0000			
Tuesday									6	0.0000			
Wednesday	11:30	13:30	14:15	16:30	17:15	19:00			7	6.0000			
Thursday	7:00	11:00	11:45	15:00	15:45	19:00			8	10.5000			
Friday	7:00	11:00	11:45	15:00	15:45	19:00			9	10.5000			
Saturday	7:00	11:00	11:45	15:00	15:45	19:00			10	10.5000		10.50	
Sunday	7:00	11:00	11:45	15:00	15:45	19:00			11	10.5000		10.50	
Monday									12	0.0000			
Tuesday									13	0.0000			
Wednesday	11:30	13:30	14:15	16:30	17:15	19:00			14	6.0000			
									75.0000	0.0000	21.0000		
Date of Effect	04-Jan-24		Hostel Manager Allowance										
Basic Hours	75.00		Annual Leave										
Shift Penalties 30%	0.00												
Shift Penalties 50%	21.00												