



Roving Hostel Manager (Various Positions)

Exciting Travelling Role!

Top End, NT | QLD | WA | Central (Alice Springs and Adelaide)

Aboriginal Hostels Limited's (AHL) purpose is to provide safe, comfortable, culturally appropriate and affordable short-term accommodation for Indigenous Australians who need to be away from home to access medical services, education and economic opportunities. A career with AHL will provide you with a chance to contribute to improving the quality of life and economic opportunity for Indigenous Australians.

Travel around Australia providing high quality relief hostel management services. This unique ongoing APS role requires an experienced hostel manager to regularly travel to provide relief to AHL's hostel management workforce. AHL is a fast paced, operational environment and our Hostel Managers are critical to ensuring efficient services are delivered to our residents and ensuring our staff are supervised and supported. Our successful candidate will have strong accommodation management experience, commitment to servicing the Indigenous community and a willingness to be placed for varied periods across our hostel network. Four Roving Hostel Managers will service Top End (Darwin, Nhulunbuy, Katherine and Tennant Creek), Central Australia (Alice Springs and Adelaide), QLD (Thursday Island, Cairns, Townsville, Mackay, Rockhampton and Brisbane) and WA (Kununurra, Derby, Broome, South Hedland, Kalgoorlie and Perth).

Vacancy Information – Various Positions

Job Title:	Hostel Manager	
Classification:	APS Level 3	
Job Type:	Ongoing, Full time (75hrs/fortnight). Candidates could be considered for short term (6 to 12 months) roving hostel manager roles with an ongoing Hostel Manager placement on completion.	
Salary:	\$59,322 - \$62,951 pa plus 15.4% superannuation	
Benefits:	Travel Allowance	Travel allowance paid for all travelling placements. Candidate will have an allocated 'home base' and will not attract payments at this location.
	Salary Packaging:	Generous salary packaging of up to \$15,900 per FBT year for mortgage, rent or living expenses
	Shift Penalties:	Generous shift penalties apply for weekends and public holidays.
Position Contact:	Laura on 02 6212 2030 or applications@ahl.gov.au	
Closing Date	11:59PM AEST on 27 April 2021	



P.R.O.U.D.

WE ARE... PROFESSIONAL RESPECTFUL OPEN UNDERSTANDING DEDICATED

Position Description

Duties and Responsibilities	
Hostel Management Relief	<ul style="list-style-type: none"> • Travel (sometimes with little notice) to hostels to provide: <ul style="list-style-type: none"> ○ Relief for Management positions ○ Training for staff including inductions for new staff, providing on the job training and undertaking performance management activities where required. ○ Instruction and advice to staff to ensure the hostel is meeting required standards ○ Investigation into issues raised at the hostel as directed by the Operations Team ○ Assistance with debt recovery ○ Stakeholder engagement activities to increase occupancy levels ○ Budget management • Provide feedback to the Operations Team to improve standards across the hostel network
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. Approve employee timesheets. • 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 staff • Work closely with the Business 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 staff • Resolve complex issues that arise to ensure a positive, culturally appropriate experience and quality stay for hostel guests.
Work, Health & Safety (WHS)	<ul style="list-style-type: none"> • 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: <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. • Additionally, you will perform the duties of the First Aid Officer, Harassment Contact Officer and Fire Warden when on duty.
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.

Skills and Experience Required

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 occupational health and safety in the workplace.

Successful candidates will demonstrate:

Values	<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 • Communicate respectfully.
Personal Attributes	<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.
Skills and Experience	<ul style="list-style-type: none"> • To be successful in this role you must have experience working in a hostel, 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 service/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 practices, and be committed to operational needs, performing additional duties as requested.
Physical Requirements	<ul style="list-style-type: none"> • You will need to be in good physical health. Hostel Managers and Assistant Hostel Managers will be required to walk, lift and carry, work a flexible schedule, and must be able to move continuously during working hours. Shift work may apply.
Certifications	<ul style="list-style-type: none"> • Current CPR training and First Aid certification, or willingness to obtain • Current Driver's license.
Desirable Qualifications/Experience	<ul style="list-style-type: none"> • Certificate III in Community Services or equivalent • Previous management experience in a residential environment.

Our values:

In AHL we demonstrate P.R.O.U.D values and recruit candidates with these qualities.



Recruitment Initiatives

AHL vacancies are advertised under various initiatives. When completing an application form, you must select the initiative/s you are applying under, which include:

Identified positions are open to all members of the community. Indigenous peoples, and non-Indigenous peoples with a commitment to working with Aboriginal and Torres Strait Islander Peoples are encouraged to apply. Documents pertaining to an applicant's Indigenous heritage are not required.

OR;

Affirmative Measures positions (to constitute an Affirmative Measure under subsection 8(1) of the Racial Discrimination Act 1975) are open to Aboriginal and Torres Strait Islander peoples only. To be eligible to apply under the Affirmative Measures initiative, applicants must be of Aboriginal and/or Torres Strait Islander descent; identify as an Aboriginal and/or Torres Strait Islander person; and be accepted by their community as being an Aboriginal and/or Torres Strait Islander person. Successful applicants may be asked to provide documents pertaining to their Indigenous heritage.

Further, **RecruitAbility** 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>

To be eligible for engagement and to maintain employment, applicants must:

- Provide evidence of Australian Citizenship;
- Undergo a Satisfactory National Criminal History Check (prior to engagement)
- Meet Fitness for Duty requirements (prior to engagement)
- Hold and maintain Working with Children Check in relevant state (prior to engagement)
- Satisfactorily complete a Probation period.

A willingness to travel is also essential.

How to apply

1. Complete the **Application Form** available from our website www.ahl.gov.au/employment and be sure to complete the one page pitch outlining your relevant skills and experience.
2. Email your CV and completed Application Form to applications@ahl.gov.au by 11:59PM AEST, **27 April 2021**.
3. Please include your name and the position title or vacancy number in the subject of your email.