



Australian Government



ABORIGINAL
HOSTELS LIMITED

Vacancy information - VN0760206

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

A career with AHL will provide you with a chance to contribute to improving the quality of life and economic opportunities for First Nations people. We offer rewarding experiences and rewarding employment conditions.

AHL is looking for Assistant hostel Managers and Hostel Workers who are highly motivated, energetic, enthusiastic and passionate about delivering quality services to our residents.

Classification	APS Level 2 and APS Level 4
Job Title	Assistant Hostel Manager, Cook, Kitchenhand, Housekeeper, Night Attendant
Employment Type	Casual positions. We are also looking to establish a Merit Pool to fill any future vacancies that may arise.
Salary	\$59,520 - \$64,877 per annum plus 15.4% superannuation for APS2 \$75,022 - \$81,775 per annum plus 15.4% superannuation for APS4
Benefits	<ul style="list-style-type: none">Generous shift penalties apply for work after hours, weekends and public holidays
Location	Melbourne, VIC William T Onus Hostel Aboriginal Hostels Limited (ahl.gov.au)
Contact Officer	Nitin Verma – 03 9036 4510



Position Description – APS 2 Casual Hostel workers

Under the general direction of the Hostel Manager, provide high quality care and support within a residential setting for First Nations people.	
Customer Service	Ensure a high level of customer service is provided to AHL residents at all times, including attending to resident requests in a professional and courteous manner.
Workplace Safety	<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, 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.
General	Hostel Workers are required to work as part of a team. Whilst your regular duties will be in either Cooking, Housekeeping, or Night Attendant, you may be required from time to time perform other duties as directed by Hostel Manager or Assistant Hostel Manager to ensure a high level of service is maintained.
Night Attendant	<p>Manage the night security of the hostel in accordance with AHL's policies and relevant legislation, including:</p> <ul style="list-style-type: none"> • Maintain the security of premises, monitor premises to preserve order and protect property • Monitor and authorise entrance and departure of residents, staff and visitors • Respond to emergencies <p>Undertake administrative tasks:</p> <ul style="list-style-type: none"> • Maintain data on AHL's online reservation management system • Write reports on daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorised persons, or unusual occurrences. <p>Undertake general domestic duties:</p> <ul style="list-style-type: none"> • Perform other general cleaning duties to ensure hostel grounds, gardens, windows, and the property are kept clean, tidy and clear for residents. • Ensure rooms are ready for housekeeping the following day • Clean amenity areas.
Cook	<p>Undertake routine kitchen tasks including:</p> <ul style="list-style-type: none"> • Prepare meals in accordance with AHL's set menus, Food Safety Standards Australia and other relevant legislation • Stocktake management – rotate, receive and monitor food and kitchen supplies

	<ul style="list-style-type: none"> • Ensure the kitchen is cleaned to standard • Prepare and clean the dining rooms for residents.
Housekeeper	<p>Undertake cleaning tasks on a daily basis. This includes:</p> <ul style="list-style-type: none"> • Ensure the hostel is serviced and cleaned to a high standard • Ensure the adequate supply of cleaning products, linen and other relevant items are available and stored appropriately • Ensure all rooms are checked regularly for repair and maintenance requirements, and that appropriate notifications are reported to the Hostel Manager or Assistant Hostel Manager.
<p><i>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.</i></p>	

Position Description – APS 4 - Assistant Hostel Manager

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"> • 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. • Regularly conduct quality assurance checks of the hostel to ensure the hostel is meeting operational requirements and address areas of non-compliance. • 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. • Hold regular team meetings to share information, hear the views of the team and look for continual improvement in hostel operations. • Regularly report to the Operations Management Team and National Office.
Job Context and Environment	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Review and improve occupancy strategies quarterly and ensure implementation of the strategies lead to high occupancy. • Liaise with internal and external stakeholders to support resident access to services and resources which foster health, well-being and independent living. • Liaise with internal and external stakeholders to ensure guest needs are attended to in an efficient and professional manner.

Service Delivery	<ul style="list-style-type: none"> • 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 behavioral 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	<ul style="list-style-type: none"> • 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 budgets are met and expenditure is in line with AHL policies. • Coordinate staff rosters and leave arrangements with support from the Operations Team. 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	<ul style="list-style-type: none"> • Provide management, support and leadership to all hostel staff. • Ensure staff undertake mandatory training and facilitate the participation of staff training in line with role requirements. • Facilitate the participation of staff in staff forums, including the monthly standup meetings and support roster flexibility as required. • Ensure all staff have current qualifications for their roles, for example First Aid, Food Safety, WHS, Child Protection training, Working with Vulnerable People. • Support recruitment processes in line with APS Recruitment policies. • 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. • Ensure all new staff undertake AHL's induction program on commencement. • Ensure all contractors undertake site induction.

Professional Service & Community Engagement	<p>At all times perform with integrity and professionalism, which includes:</p> <ul style="list-style-type: none"> • 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	<p>Adhere to Work Health and Safety (WHS) practices, including:</p> <ul style="list-style-type: none"> • Uphold AHL's commitment to safety of its staff and residents. • Ensure workplace hazards and WHS issues are reported, 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.
<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 - APS 2 Casual Hostel workers

The successful applicant will demonstrate:	
1	In-depth understanding of Aboriginal and Torres Strait Islander cultures and issues affecting First Nations people.
2	Demonstrated ability to support outcomes for First Nations people and the demonstrated ability to communicate sensitively and effectively with First Nations people.
3	A strong focus on customer service, with the ability to communicate effectively, and work in a team environment.
4	Knowledge and/or ability to learn Work Health and Safety (WHS) standards within a hospitality and accommodation environment.
5 Physical Requirements	Hostel Workers need to be in good physical health, and will be required to walk, lift and carry. Hostel Workers work a flexible schedule, and must be able to move continuously during working hours. Shift work may apply.
6 Night Attendant	<ul style="list-style-type: none"> • Experience working in the security industry • Capacity to make appropriate decisions to manage threats to hostel security and resident safety, and to manage emergency situations effectively • Well-developed communication skills, including report writing • Effective time management skills and the ability to prioritise and complete a variety of security, administration, and domestic/cleaning tasks • Experience in working independently and in accordance with policies and procedures • Ability to work at night. Night Attendants will work overnight, generally 7pm to 7am.
7 Cook	<ul style="list-style-type: none"> • Experience in meal preparation in an industry-based environment, ensuring the safe production of quality food without compromise to Food Safety Standards Australia. • Experience in commercial cookery, and the ability to manage stock rotation while ensuring timely service and hygiene of cooking equipment. • Good understanding of cleanliness and health standards required whilst preparing food at the work station.
8 Housekeeper	Ability to complete housekeeping and cleaning tasks in a productive and efficient manner.

Essential Qualifications and Training	<p>Night Attendant - First Aid Certificate; Emergency Warden Training (or ability to obtain in the first six months of employment)</p> <p>Cook – Food Safety Handling Certificate (or ability to obtain in the first six months of employment).</p> <p>Housekeeper – Chemical Handling Training through an AHL’s approved supplier (currently Jaysol) (or ability to complete within the first six months of employment).</p>
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Skills and Experience required - APS 4 - Assistant Hostel Manager

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	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 or obtain relevant qualifications.

How to apply

- Complete the **Application Form** available from our website www.ahl.gov.au/work
- Email your current **Resume** and completed **Application Form** to jobs@ahl.gov.au by 11:59pm AEST on **Wednesday 23 July 2025**
- Please include your name and the job reference (VN-0760206) in the subject of your email.