



Vacancy Information

Position Title	APS4 Administration Support Officer, Rehabilitation and Early Intervention
Reporting To	Various (Preference for Canberra – other locations considered)
Contact	Emma Heneberry, Assistant Director Strategic WHS, Rehabilitation and Wellness Phone: 02 6212 2013 emma.heneberry@ahl.gov.au

About the Role

The APS4 Administration Support Officer within the Rehabilitation and Early Intervention team plays an important role in supporting the delivery of rehabilitation, early intervention and employee wellbeing services across AHL. As part of a supportive and people-focused team, you will contribute to initiatives that help create safe, healthy and positive workplaces for AHL's employees located across Australia, including regional and remote communities.

This role is for someone who enjoys working in a collaborative environment, takes pride in delivering high quality administration support and can manage a range of priorities with professionalism. You will use your communication and organisational skills to build positive working relationships and contribute to meaningful wellbeing outcomes for employees.

You will assist with the overall administrative support to AHL's strategic work health and safety, rehabilitation and wellbeing activities. This will require strong organisational skills, a high level of attention to details, excellent communication skills and confidence in handling both routine and reactionary administrative requirements.

This is a great opportunity to join a team that is passionate about supporting people, improving workplace wellbeing and making a difference across AHL.

Our Ideal Candidate

Our ideal candidate is passionate about contributing to positive rehabilitation and wellbeing outcomes in the workplace. You enjoy working in a collaborative environment and bring a professional, compassionate and practical approach to your work.

You will have strong communication and organisational skills, with the ability to build relationships with a diverse range of stakeholders. You are comfortable managing competing priorities, maintaining confidentiality and providing high quality administrative and coordination support in a fast-paced environment. Experience in supporting committees, including taking minutes and follow up on action items is highly valued. An understanding of worker's compensation and rehabilitation case management is also highly desirable. You are adaptable, proactive and able to work with limited direction while contributing positively to team outcomes. Most importantly, you will take pride in meaningful work that makes a genuine difference to employees across AHL.



About AHL

AHL is a not-for-profit Commonwealth company dedicated to providing culturally safe and affordable accommodation for First Nations people who need to be away from home to access services and economic opportunities. AHL's vision is to improve the quality of life and economic opportunities for First Nations people. – since 1973, AHL has been committed to improving the quality of life and economic opportunities for First Nations people through a national network of over 40 hostels across Australia.

Position and Perks

Classification: APS4

Vacancy Type: Ongoing, Non-ongoing; Full-time

Salary range: APS4; \$79,125 - \$86,246

Note: the base salary is the default rate, however salary maintenance for Section 26 transfers, or an above-base pay point (commensurate with the skills and experience) may be considered for the successful candidate. Explore our Enterprise Agreement (2024-2027) [here](#).

Location: Ngunnawal Country (Phillip, ACT)

Benefits: We offer more than just a job. We provide an opportunity to make a meaningful impact to First Nations people. By joining our team, you'll contribute to AHL's vision to improve the quality of life and economic opportunity for First Nations people. You'll work alongside passionate colleagues striving for positive social change. Perks include:

- As a Public Benevolent Institution (or "Not-For-Profit"), we offer **significant benefits through salary packaging**, which allows our employees to use pre-tax dollars for expenses like mortgage, rent, and living expenses. This is in addition to the usual salary packaging availability for vehicles and laptops and is not ordinarily available in other APS agencies. Utilising the full \$15,900 cap per FBT year (April to March), results in substantial tax savings, increased take-home pay, and greater financial flexibility. <https://salpacaus.com.au/pbi-benefit-calculator>
<https://www.smartsalary.com.au/calculator>
- **Convenient and central office location** (In Phillip, ACT) with close proximity to bus route; Free all-day parking options close by. Lockers, bike racks and on-site shower/changing facilities; regular social club activities;
- **Development opportunities** within the team and branch – higher duties are automatically paid after 1 day (no two-week waiting period).
- **No security clearance required** (though a National Criminal History Check will be undertaken).

Key Responsibilities

Under direction of the Assistant Director Strategic Work Health and Safety (WHS), Rehabilitation and Wellness, you will:

- Provide administrative and coordination support for AHL's strategic WHS, rehabilitation and wellbeing activities, including monitoring and maintaining the Rehabilitation shared inbox, responding to general enquiries and referring matters appropriately to support timely outcomes.
- Maintain accurate records in AHL's Rehabilitation Management System (SOLV) in accordance with organisational policies, procedures and legislative requirements, and ensure data accuracy to support injury processing and data reporting.
- Coordinate meetings, including arranging meetings, preparation of agendas, meeting papers, minutes and action items, to support effective communication and governance processes, including supporting the National Health and Safety Committee.
- Assist with the preparation and distribution of correspondence, reports, wellbeing materials and general WHS communication using clear, professional and culturally appropriate language.
- Support development, review and maintenance of WHS and rehabilitation related policies, procedures, forms and related documents.
- Assist with injury management administration, documentation gathering and record management activities.
- Liaise with internal stakeholders and external providers to assist with the delivery of training, support team activities and positive workplace outcomes.
- Contribute to process improvement initiatives by identifying opportunities to improve administrative processes, team efficiency and employee experience.
- Assist with other duties and suitable functions where required.

Key Capabilities

In line with the APS4 work level standards, the successful applicant will:

- Strong organisational skills and ability to manage competing priorities and meet deadlines in a fast-paced environment.
- Well-developed communication skills, including the ability to communicate verbally and in writing, clearly, professionally, and respectfully.
- Ability to maintain confidentiality and exercise judgement when handling sensitive information.
- Demonstrated ability to draft clear, accurate correspondence and reports with a strong level of attention to detail and accuracy.
- Experience in using Microsoft Office applications and operate systems to maintain records, prepare documentation and support business activities.
- Ability to interpret and apply policies, procedures and administrative processes consistently.
- An understanding of, and commitment to, culturally safe and inclusive workplace practices.
- A commitment to integrity, collaboration, and continuous improvement.

Recruitment Initiatives

This is an Identified Position as it requires an understanding of the issues affecting Aboriginal and/or Torres Strait Islander people, and an ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.

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

To be eligible to apply, applicants must be Australian Citizens or have already lodged an application for Australian Citizenship.

Successful applicants will be required to:

- provide an Australian Citizenship document (e.g. birth certificate or passport)
- Undergo a Satisfactory National Criminal History Check, and
- Meet the Fitness for Duty requirements.

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

How to Apply

Submit your application through to jobs@ahl.gov.au by 11:59pm AEST on **Monday 8 June 2026**.

As part of your application, you will need to provide:

- Your resume (maximum three pages)
- A one-page pitch (up to 500 words) detailing how your skills, knowledge, experience and qualifications make you the best candidate for the job and to perform the relevant classification level.

You may also refer to the [APSC Cracking the Code](#) for further guidance and assistance in applying for jobs in the Australian Public Service.

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