



Australian Government

ABORIGINAL
HOSTELS LIMITED

(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.

Vacancy Information

Position Titles	APS Level 4 Assistant Hostel Manager
Reporting To	Hostel Manager & Operations Manager
Location	Mackay Hostel, Mackay QLD - Mackay Hostel Aboriginal Hostels Limited
Vacancy Type	Ongoing - Full-time (75 hours per fortnight)
Salary Range	\$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 .
Benefits	15.4% superannuation. - Weekday roster with generous shift penalties applies for worked 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.
Contact	Jackson Beckley – 0437 767 985 A/g Operations Manager
Closing Date	Wednesday 16 September 2026



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.

Key Responsibilities

AHL is seeking an Assistant Hostel Manager who is passionate about delivering excellent customer service and positive outcomes for First Nations Australians. Our 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. Your role is to ensure hostel occupancy is high and service to residents is exceptional.

While experience in a similar industry is important, a successful Assistant Hostel Manager must have empathy and resilience with a calm but firm demeanour. 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.

Typical responsibilities for an APS4 Assistant Hostel Manager may include:

- Manage the day-to-day operations of the hostel in accordance with AHL policies, procedures, delegations and relevant APS requirements.
- Lead, supervise and support hostel staff, providing clear direction, appropriate delegation and effective management of daily priorities.
- Maintain a safe, welcoming and culturally appropriate environment that supports the needs and wellbeing of residents.
- Ensure high-quality customer service, responding appropriately to resident concerns, behavioural matters and individual support needs.
- Manage hostel administration, including resident bookings, RMS records, tariff payments, expenditure, rosters, leave and timesheets.
- Monitor hostel performance through regular quality assurance checks and address or escalate operational issues and areas of non-compliance.
- Manage staff performance, induction, mandatory training, qualifications and development requirements.
- Maintain effective relationships with internal and external stakeholders, service providers, community organisations and suppliers.
- Develop and implement strategies to support strong hostel occupancy and effective service delivery.

- Ensure food services, housekeeping, facility standards and general hostel operations meet required health, safety and operational standards.
- Monitor WHS, emergency management, property maintenance, food safety, child safeguarding and incident reporting requirements.
- Provide regular operational reporting and updates to the Operations Management Team and National Office.

Key Capabilities

Strong candidates will demonstrate:

- Demonstrated ability to lead, supervise and support a diverse operational team.
- Ability to manage competing priorities and make sound, independent decisions within established policies and delegations.
- Strong understanding of customer service and the ability to create a welcoming, respectful and culturally safe environment.
- Ability to work respectfully and effectively with First Nations people, communities and organisations.
- Strong interpersonal and communication skills with the ability to build productive stakeholder relationships.
- Ability to interpret and apply policies, procedures, legislation and operational guidelines.
- Sound administrative, financial and organisational skills, including managing rosters, budgets, records and reporting.
- Ability to manage challenging situations, resident concerns and behavioural matters professionally and appropriately.
- Demonstrated commitment to WHS, risk management, child safeguarding, food safety and safe work practices.
- Ability to monitor service standards, identify areas for improvement and implement practical solutions.
- Ability to coach staff, manage performance and support ongoing learning and capability development.
- Demonstrated professionalism, integrity, discretion and accountability consistent with AHL values and the APS Code of Conduct.

Qualifications and Training (or ability to obtain these qualifications in the first six months of employment).

- Child Safeguarding Certificate;
- First Aid Certificate;
- Emergency Warden Training; and
- Food Safety Supervisor Certificate.

Training is provided by AHL where required.

Recruitment Initiatives

This is an affirmative measures process. An affirmative measure allows a particular job in the Australian Public Service to be open only to Aboriginal and/or Torres Strait Islander persons. 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.**

Evidence of Aboriginal and/or Torres Strait Islander status

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

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.

Prior to engagement the successful applicants will be required to:

- provide an Australian Citizenship document (e.g. birth certificate or passport);
- undergo a satisfactory National Criminal History Check;
- hold and maintain a working with children check in QLD; and
- meet the fitness for duty requirements.

How to apply

- Upload and complete the application form, available from our website [Work with us | Aboriginal Hostels Limited](#)
- Email your application form and current resume to jobs@ahl.gov.au by 11:59PM AEST, **Sunday 20 September 2026.**
- Include your name and the job reference (VN-0772272) in the subject of your email.