Australian Government | ABORIGINAL HOSTELS LIMITED

APS 4 – Assistant Hostel Manager

Job Reference Number	VN-0774789
Position Title	Assistant Hostel Manager
Reporting to	Hostel Manager
Hostel Name	Iris Clay Hostel
Location	Townsville QLD
Employment Type	Ongoing
Job Type	Full-time (75 hours per fortnight)
Salary Range	$79,125 - $86,246 plus 15.4% superannuation Explore our Enterprise Agreement (2024-2027) here.
Contact Officer	Name: Jackson Beckley Email: Jackson.beckley@ahl.gov.au Phone: 07 3151 8730
Closing Date	Sunday, 06 December 2026 at 11:59pm AEST

About the Role

Aboriginal Hostels Limited (AHL) is looking for a reliable and motivated individual who is passionate about helping others and delivering positive customer service.

As an Assistant Hostel Manager at our Iris Clay hostel, you will play an important role in creating a safe, clean, and welcoming environment for residents, supporting the day-to-day operations of the hostel and helping ensure residents feel comfortable and supported during their stay.

This is a great opportunity to join a supportive team, develop your skills and contribute to meaningful work that supports First Nations peoples across Australia. If you're looking for a stable and rewarding role where you can make a real difference, we'd love to hear from you.

About Aboriginal Hostels Limited (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. 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. Join us in making a meaningful impact and supporting our mission to enhance the lives of First Nations communities.

Why Join Us?

At AHL, you will be part of a team that encourages collaboration to achieve outcomes, problem solving, continuous improvement and requires a high level of integrity. We value initiative, teamwork and a commitment to delivering quality outcomes. We encourage continuous learning and professional development and are committed to creating inclusive workplace where everyone is valued, supported and encouraged to grow.

About You

We are looking for someone who is passionate and committed to supporting First Nations peoples and contributing to a safe, respectful and culturally safe environment for residents.

You will bring:

- a genuine commitment to supporting First Nations communities
- value respect and cultural safety;
- a positive, team focused approach and with strong communication skills;
- reliable and take pride in their work;
- able to follow policies, procedures and instructions; and
- willing to contribute to a welcoming, clean and comfortable environment for residents.

Benefits

We offer more than just a job; we provide an opportunity to make a meaningful impact. 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.

Benefits include:

- Attractive salary with 15.4% superannuation
- 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.
    - https://salpacaus.com.au/pbi-benefit-calculator
    - https://www.smartsalary.com.au/calculator
- Additional leave days including ceremonial leave, cultural leave and more
- Generous shift penalties apply for work after hours, weekends and public holidays
- Remote locality allowance
- Professional learning and development opportunities
- Access to Employee Assistance Program

Recruitment Initiatives

Identified position

This position has direct engagement with Aboriginal and/or Torres Strait Islander peoples, communities and service providers, or is involved in impacting innovates for AHL. You will require a high level of cultural competency, including:

- demonstrated understanding of the issues affecting Aboriginal and/or Torres Strait Islander peoples,
- demonstrated high level ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander peoples, and
- demonstrated high level capability and commitment to continue to develop cultural competency.

RecruitAbility

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 further information on the RecruitAbility scheme please follow this link: APSC Recruitability scheme guide applicants

Reasonable Adjustments

AHL is committed to providing accessible, inclusive and equitable recruitment processes for all candidates. If you require a reasonable adjustment (at any stage of the recruitment process), you can note this in your application and provide details of any adjustments required. All efforts will be made to meet your requirements.

Eligibility

Under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the APS unless the Agency Head has agreed otherwise, in writing. At AHL to be eligible for this position you should be an Australian Citizen at the closing date of application, unless exceptional circumstances apply.

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

- Prior to engagement, the successful applicant will be required to:
- provide an Australian Citizenship document (e.g. birth certificate or passport);
- undergo a satisfactory National Criminal History Check;
- meet the fitness for duty requirements; and
- hold and maintain, working with children check in QLD.

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

How to apply

Submit your application through to jobs@ahl.gov.au before **Sunday, 06 December at 11:59pm AEST.**

As part of your application pack you are required to provide the following documents:

- Complete the application form, available from our website Work with us | Aboriginal Hostels Limited
- Your resume (maximum three pages)
- The statement of claims (imbedded in the application form) should be a maximum of two pages addressing the key responsibilities and capabilities.
- Include your name and the job reference (VN-0774789) in the subject of your email.

You may also refer to the APSC resource Cracking the Code for further guidance and assistance on applying for jobs in the Australian Public Service.

Key Responsibilities and Capabilities

Key Responsibilities

In line with APS work level standards, this role will:

- support day to day operations of the hostel including but not limited to providing guidance and support to staff, assisting residents to access health services and managing guest bookings
- contribute to and maintaining a safe, welcoming and culturally appropriate environment for residents
- assist with administrative duties including timesheets, facility checks and general hostel duties as required
- assist in resolving resident and guest concerns in a professional, respectful and timely manner
- support cultural activities and events, including days of significance for First Nations peoples
- maintain the privacy and confidentiality of resident and staff information
- promote the safety and wellbeing of children and young people in accordance with AHL's Child Safeguarding requirements

Key Capabilities

In line with APS work level standards, this role will:

- an understanding of, or willingness to learn about, First Nations cultures and communities
- the ability to communicate respectfully and sensitively with First Nations Peoples, residents, staff and other stakeholders
- the ability to manage competing priorities, demonstrate reliability and work effectively both independently and as part of a team
- a commitment to AHL's Child Safeguarding and Work Health and Safety requirements;
- strong communication and stakeholder engagement skills to support the delivery of services to First Nations people;
- provide leadership and guidance to support staff, contribute to team performance and assist with staff development;

Qualifications and Experience

Essential: requirements the candidate MUST have to perform the role. *(or ability to obtain in the first six month of employment)*

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

AHL welcomes applicants who have experience or an interest in working in hospitality, facilities or customer services. AHL is committed to working with our workforce to succeed in these roles.