

Job Description

Position Title:	Homestay Coordinator	Affiliation:	International Program
Supervisor:	District Principal	Date of Revision:	March 2, 2021

Position Summary

The Homestay Coordinator is an exempt position within the International Student Program. The Homestay Coordinator serves as part of a team of staff, working collaboratively with the Program Manager who oversees the Homestay team, as well as the Program Principal and Vice Principal.

The Homestay Coordinator supports both mainstream and short-term Homestays and students, responding to urgent/emergent and other situations as they arise, and serves as part of a team to respond to after-hours emergencies. They also assist in coordinating and supervising student activities and events.

The Homestay Coordinator liaises and communicates with our network of Homestay families, students, overseas agents, and other school-based and district staff.

Duties and Responsibilities

Short-term and Mainstream (Long-term) Student Programs in collaboration with Homestay Team

- Homestay Coordination including working with students/homestays/agents through any homestay concerns/challenges, cultural differences and respond to crisis situations in a prompt and caring manner
- Activity Coordination/chaperone as needed
- Information dissemination to homestays, teachers, schools, etc as needed
- Assist with coordination of short-term programs during school year and in summer
- Assist with planning and delivering Student Orientation sessions
- Assist students with questions related to medical insurance and appointments, such as booking appointments, submitting claims, transportation to appointments, etc
- Serve as part of a team to respond to after-hours emergencies

Homestay recruitment and retention

- Assist with selection of suitable host families for students, while ensuring that host availability, matching criteria, and student preferences are observed
- Assist with screening and home visits for potential homestay families and conduct all follow-up due diligence
- Respond to potential new homestay family enquiries
- Assist with planning and delivering Homestay Family Orientation/Information sessions and on-going throughout the year, including information on Program and District policies as well as inter-cultural understanding, communication, and student adjustment process

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Database and Information Management

- Ensure that relevant and timely notes are accurately recorded in the program database
- Ensure Homestay families are following Program and District guidelines and policies
- Assist with review of current homestay family profiles for accuracy of information in accordance with applicable privacy laws

Education and Experience

- Grade 12 completion plus two years of post-secondary education or equivalent combination of training and experience;
- Demonstrated cross-cultural experience/knowledge and sensitivity and the ability to work with individuals within a multi-cultural context;
- Demonstrated positive interpersonal and communication skills including conflict resolution;
- Demonstrated ability to work in a team and maintain relationships with others;
- Knowledge in the use of computer applications including: word processing (MS Word), spreadsheet (Excel), e-mail, and Internet navigation.

Competencies

Teamwork and Collaboration:

- Ability to establish good working relationships with other staff, students, and the public

Communication:

- Excellent and demonstrated written and verbal communication skills in English, including cross-cultural communication skills to deal with parents, agents, staff and students;

Organizational Awareness:

- Ability to interpret and apply School District and departmental policies, procedures and guidelines;

Planning, Organizing and Coordinating:

- Ability to organize and prioritize work, solve problems, work independently and multi-task;
- Ability to exercise a high level of initiative and responsibility with minimal supervision;

Service Orientation

- Ability to meet and balance the needs of a number of different stakeholder groups, such as homestay families, students, and overseas agents and parents in a tactful, diplomatic, and effective manner

Problem Solving/Sound Judgment:

- Ability to make sound decisions by exercising judgment, diplomacy, tact and discretion in a high pressure, high volume environment with changing and conflicting priorities;
- Ability to exercise high degree of confidentiality.

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Working Conditions

- Full-time position, mainly daytime hours, but flexibility is required to work evenings and weekends to conduct host interviews, assist with student arrivals/departures, moves, provide emergency support, attend orientation sessions and participate in other homestay activities/events
- The position requires access to a home office setup with cell phone reception and a reliable high-speed Internet connection
- Must have a valid driver's license and access to a vehicle on a daily basis
- There are peak periods during which vacation requests may not be granted