

Homestay Health & Wellness Coordinator

Job Description

POSITION TITLE:	Homestay Health & Wellness Coordinator	LOCATION:	International Student Programs Office (Langford)
POSITION CLASSIFICATION:	Exempt	SUPERVISOR:	Laura Schwertfeger

PURPOSE OF POSITION

This position supports and promotes the overall health and wellness of International students. The Coordinator offers guidance and support to students facing a variety of physical and emotional health-related challenges associated with living in an intercultural environment, and specifically in British Columbia. They facilitate staff and homestay training and coordinate various projects and initiatives intended to improve the overall health and wellness of students. They liaise with public health authorities for health matters pertaining to international students, including but not limited to COVID19 and other vaccination information. The Coordinator will provide onsite support during student crises or times of need.

NATURE OF WORK AND POSITION LINKS

The Coordinator will work as an integral part of the Homestay team, coordinating medical appointments, offering one-on-one and group support to students and homestay families in the areas of health and wellness and cultural adjustment.

The Coordinator must effectively manage multiple priorities and be available to work flexible hours outside of traditional working hours in times of crisis. This position must be able to develop positive working relationships and have excellent interpersonal and communication skills including a strong customer service focus.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

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

- Works with students/homestays/agents through any health and wellness concerns/challenges, cultural differences and responds to crisis situations in a prompt and caring manner
- Manages and advocates for students who are struggling with physical or emotional health concerns
- Disseminates Health and Wellness information to students, homestays, teachers, schools, counsellors etc as needed
- Develops and implements health and wellness strategies for ISP, newcomer and refugee students, including when appropriate referrals to community resources and agencies
- Liaises with VIHA regarding information related to public health vaccination programs, provides student information as required
- Makes regular contact with students who are struggling with cultural adjustment
- Advises or provides referrals for students who may be under extreme pressure, suffering trauma, or at risk for other reasons
- Helps interpret cultural practices and expectations for parents and students (and reciprocally for school personnel, as needed)
- Facilitates groups of young people from multicultural backgrounds in a school setting, focusing on mental health, well-being and major life transitions

- Contributes to regular record-keeping procedures, including ongoing service plans incident reports, referrals as required to fulfill program accountabilities
- Contributes to planning homestay and staff-development in the areas of wellness and mental health in a cross-cultural setting
- Assists with screening and home visits for potential homestay families and conduct all follow-up due diligence
- Assists with review of current homestay family profiles for accuracy of information in accordance with applicable privacy laws
- Serves as part of a team to respond to after-hours emergencies
- Activity Coordination/chaperone as needed

EXCLUDED MANAGER AUTHORIZATION

I confirm that:

1. the accountabilities / deliverables were assigned to this position effective.
2. the information in this position description reflects the actual work performed.
3. a copy has / will be provided to the incumbent(s).

NAME:

Dan Haley, Executive Director Human Resources

SIGNATURE:

DATE:

SELECTION CRITERIA

Education/Experience

- Completion of significant post-secondary coursework in Child & Youth Care, Social Work, Child & Youth Psychology or an associated discipline.
- Two (plus) years of experience working with children & youth in a professional capacity
- Well-developed interpersonal and cross-cultural communication and conflict resolution skills with proven ability to liaise with a diverse group of people including youth, school staff and outside agencies
- Training and experience using strategies related to self-regulation, mental wellness and Non-Violent Crisis Intervention strategies. (CPI)
- Mental Health First Aide or equivalent
- Valid driver's license and own transportation.
- Able to work independently and as a team member.
- Ability to maintain privacy and to respect the confidential nature of all the information relating to pupils, parents and teachers.
- Ability to communicate using a variety of technologies

Abilities/Skills

- Excellent and demonstrated written and verbal communication skills in English, including intercultural communication skills to deal with parents, agents, staff and students;
- Ability to organize and prioritize work, solve problems, work independently and multi-task;
- Ability to interpret and apply School District and departmental policies, procedures and guidelines;
- Ability to exercise a high level of initiative and responsibility with minimal supervision;
- Ability to establish good working relationships with other staff, students, and the public;
- Ability to make sound decisions by exercising judgment, diplomacy, tact and discretion in a high pressure, high volume environment with changing and conflicting priorities;
- Strong interpersonal, organizational, analytical, and problem-solving skills;

- Ability to exercise high degree of confidentiality

COMPETENCIES

- **Teamwork and cooperation** is the ability to work co-operatively with diverse teams, work groups and across the organization that includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.
- **Organizational Awareness** is the acumen to appreciate and the ability to use the power relationships in either one's own, or other, organization(s). This includes the ability to identify the real decision-makers and the individuals who can influence them; and to predict how new events or situations will affect individuals and groups within the organization.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Problem Solving/Sound Judgment** is the ability to analyze problems systematically, organize information, and identify key factors and options leading to successful outcomes.