



Role Description: Homestay Co-ordinator

Responsible to: Director of International Students
Business Manager

Functional Relationship with: Staff
International students
International Agents
Parent Community

Responsible for:

- Recruitment of safe and appropriate residential care for our Foreign fee-paying students
- Assisting in the continued wellbeing of our Foreign fee-paying students
- Ensuring effective communication between relevant stakeholders

KEY TASKS	EXPECTED OUTCOMES
1. Homestay Provider Recruitment	<p>Advertise and recruit homestay providers within local community to ensure sufficient homestay providers are available.</p> <p>Ensure complete Designated Caregiver (DCG) information forms are returned promptly and ensure proposed DCG accommodation meets SMC requirements before student occupation.</p> <p>Assess homes of potential residential caregivers to ensure it is safe, in acceptable condition and meets all Code compliancy requirements.</p> <p>Communicate the expectations of what is required of them to fulfil the role responsibly.</p> <p>Assess residential caregivers and provide applicants with relevant guidelines for best practice.</p> <p>Ensure homestay family profiles are kept updated and ensure all homestays comply with the Code of Practice regulations <i>Part 4 Clause 21-23 & 26</i>.</p> <p>Maintain a database of potential host families.</p> <p>Provide on-going support for residential caregiver families and review homestay manual annually for any updated information required.</p>

	<p>Ensure student's relevant stakeholders are advised of the outcome(s) of DCG inspections and arrange alternate accommodation as required.</p> <p>Produce a residential caregiver newsletter each term.</p>
2. Student Placement	<p>Students are collected from airport or other collection point and dropped off at homestay.</p> <p>Ensure that all new students are warmly welcomed by a college representative upon arrival.</p> <p>Ensure that students and families can establish contact prior to departure from home country.</p> <p>Placement of students with approved homestay families matched to their profile as closely as possible to ensure that a minimum number of homestay changes are necessary.</p> <p>Ensure students are familiar with orientation and all other appropriate information.</p> <p>Move requests are acknowledged promptly and suitable accommodation is arranged for students.</p>
3. Pastoral Support / Administration	<p>Ensure caregivers receive guidance and support on an ongoing and needs basis.</p> <p>Conduct sufficient visits to ensure residential caregivers continue to meet SMC expectations.</p> <p>Concerns are relayed to relevant stakeholders and steps taken to rectify/ terminate the agreement of care.</p> <p>Mediate between students and caregivers when needed. Mediation is carried out to help resolve issues between students and caregivers.</p> <p>Inspect and monitor homestays twice yearly ensuring that the inspections meet with the Code and report any serious issues of concern to Director of International Students.</p> <p>Load reports of visits promptly into E-school database.</p> <p>Ensure students, caregivers and agents are confident that contact can be made in an emergency and ensure there is a prompt response to any emergencies.</p> <p>Arrange temporary emergency accommodation for students if necessary mediating between the student and homestay parent and try to resolve any issues or problems.</p> <p>Pro-actively participate in caregiver events.</p>

	<p>Assist in providing 24/7 emergency contact and response for students and stakeholders.</p> <p>Liaise with International Student Administrator in regard to movement of students for payment to homestay providers.</p> <p>Provide appropriate information in regard to holiday arrangements for students to ensure correct payments are made.</p>
4. Professional Responsibility	<p>Be conversant with the Code of Practice for the Pastoral Care of International Students (2016).</p> <p>Pro-actively participate in the on-going review of departmental documents as they relate to Residential Caregivers.</p>
5. General	<p>Participation as a member of the International Department ensuring good team relationships are maintained. Provide assistance to Director of International Students as and when required.</p>

An appropriate phone allowance will be negotiated for on-call emergency contacts as rostered.

Limitations of Authority

Changes to procedures or routines must receive prior approval from The Director of International Students and Principal.

Conditions of Employment

This position is 20 hours per week, term time only with additional hours required at certain times (within term time and during holiday periods) to meet the expectations of the job description. These additional hours will be in consultation with the Director of International Students. The hours for this position is likely to increase as the number of international students grow. The referred applicant would need to be able to meet increase in hours if necessary.

Rate of Pay

Employment conditions are in accordance with the Support Staff in Schools Collective Agreement: