



# Homestay Coordinator

[Position](#) | [Qualifications](#)

## OVERVIEW

Reporting to the Homestay Department Manager, the Homestay Coordinator is responsible for assessing and completing student Homestay placements and guiding and advising students and their host families prior to and as issues arise during their stay. Acting on behalf of the Director, who serves as the custodian for non-resident students in the Homestay program, the Coordinator responds to and resolves, issues affecting the safety and wellbeing of the students, the families and the schools, by providing advice, linking to community services and engaging health and social service professionals when needed. Duties and responsibilities for this position require the Coordinator to work outside regular office hours, including evenings and weekends. As well, the Coordinator must hold a valid BC Drivers' License with regular access to and use of a vehicle with appropriate insurance coverage.

## POSITION DESCRIPTION Homestay Coordinator

### HC - 1

Determines the suitability of host families by reviewing applications and conducting home visits and regularly conducts visits to ensure that circumstances do not change;

### HC - 2

Matches students with host families based on information gathered from student applications considering age, gender, cultural background, length of stay and anticipated Canadian experience in Victoria;

### HC - 3

Confirms placement of students with host families and educational agents/natural parents; confirms arrival/departure information with host family/student and respective parties, as needed;

### HC - 4

Establishes the contractual agreement, maintains the currency of host family records in the International Education database and collects required financial documentation to establish and change placements as they occur;

### HC - 5

Maintains regular contact with the student, host families and International Education school based staff to ensure the cultural, social and emotional integration of the student and facilitates resolution of issues as they arise;

**HC – 6**

Removes students from the host home at the request of either party or due to events instigated again, by either party and acts to complete the changes diplomatically and safely;

**HC - 7**

Provides ongoing support, conflict resolution and mediation between homestay families and students.

**HC - 8**

Responds and assesses emergency and crisis situations as they occur and liaises with International Education school based staff, agencies, and support services to resolve the issues

**HC - 9**

Acts on behalf of Victoria International Education, in fulfillment of its responsibilities for the care and wellbeing of international students

**HC - 10**

Acts as a liaison between educational agents, Homestay families, natural parents and students, providing information, directing to community resources and resolving gaps in communication.

**HC - 11**

Using established criteria, regularly conducts home visits to new and current families to assess suitability and ensure program standards are maintained.

**HC - 12**

Recruits and retains host families and conducts orientation sessions for host families explaining commitments and obligations for host families and new students.

**HC – 13**

Is available for on call weekends on a rotating schedule and conducts emergency home visits, arranges respite care for students, and attends clinics and hospitals as required.

**HC – 14**

Assists in language specific communications as required.

**HC – 15**

Performs other assigned duties within the scope of knowledge, skills and abilities required by this position.

## QUALIFICATIONS Homestay Coordinator

<p><b>EDUCATION</b></p>	<p>Grade 12 or equivalent plus</p> <p>A minimum of a 2 year Associate of Arts degree in pre-social work or a two year Diploma in Community, Family and Child Studies or comparable education in human services plus</p> <p>Course work in conflict resolution and administration</p>
<p><b>EXPERIENCE</b></p>	<p>One year or more of direct experience working with youth in a cross-cultural/ELL setting.</p> <p>One year or more full-time experience working in an office environment</p> <p>Experience living overseas is an asset.</p>
<p><b>KNOWLEDGE</b></p>	<p>Proficient in English language, both written and oral.</p> <p>Oral fluency in a second language or multiple languages.</p> <p>Knowledge of cultural variations of child development and socialization to assess risk and resolve family/student conflicts.</p> <p>Knowledge of BC K-12 Education system, Greater Victoria School District resources and resources in the International Education Sector.</p> <p>Knowledge of mental health literacy and community resources.</p> <p>Knowledge regarding the principle of Intercultural Awareness.</p> <p>Familiar with family law and principles of Custodianship in order to act on behalf of the student to their best interests.</p> <p>Knowledge regarding the <i>Duty to Report</i>.</p>
<p><b>SKILLS AND ABILITIES</b></p>	<p>Diplomacy - using judgment and tact when dealing with culturally sensitive issues</p> <p>Patience - effectively using time to resolve issues and allowing others to cooperate in the resolution</p>

	<p>Mediation - apply negotiation skills, find common ground where values are strongly held</p> <p>Conflict Resolution - engage parties to understand cultural conflicts that may not be apparent and allow individuals to participate in their resolution</p> <p>Independence - act with immediacy to extract students from immediate danger and inform related parties of the concerns; establish priorities and communicate deadlines</p> <p>Confidentiality - Protect individuals, their personal information and circumstances and collaborate with agencies that may also be supporting them</p> <p>Desktop self-sufficiency using word processing, database, email, calendar, and spreadsheet applications</p> <p>Compose effective business correspondence for international audiences</p>
<p><b>WORKING CONDITIONS</b></p>	<p><b><i>OCCUPATIONAL REQUIREMENTS</i></b></p> <p>Flexible and varied hours including evening and weekend work. Frequently required to visit students and host families' homes and is required to travel to other locations within the District and south Island.</p> <p>Sufficient vision and hearing to perform related job duties.</p> <p>Able to lift up to 18 kg (40 lbs) on an occasional basis and operate related equipment.</p> <p>Valid BC driver's license and personal vehicle.</p> <p>Able to perform related physical and mental activities.</p>

Reviewed October 2023