



STUDY ABROAD CANADA

LANGUAGE INSTITUTE

Job Description

Homestay Coordinator

Purpose:

The Homestay Coordinator acts as liaison between the students, their parents and the homestay parents. It is the Coordinator's responsibility to assist the students in the successful transition to Canadian living by placing them with English speaking families.

Reports to:

Primary Responsibilities:

- Assists with processing student applications and inquiries, and corresponds with the International students before they arrive in Prince Edward Island;
- Conduct interviews and home inspections of all current/potential families participating in the program;
- Match students with families based on information gathered from student application and family records gathered from interviews and home inspection;
- Garner any new information and regular feedback from families as well as students, on an ongoing basis. Keeping them up to date and confidential;
- Communicate any new information to the families and student regarding the program, for example, special homestay family events, changes of schedule, new student arrival, etc.;
- Provide ongoing counseling, dispute resolution, and mediation for homestay families and students when needed;
- Maintain electronic records of all homestay program activities;
- Other related duties as may be assigned to meet organizational needs. Specific statements of responsibilities not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position.
- Available to meet new students on arrival at the Charlottetown airport as required.

Knowledge, Skills, Abilities

- Ability to work independently. Skilled at multi-tasking and prioritizing work;
- Ability to demonstrate sound judgment and be culturally sensitive;
- Ability to identify/recommend improvements to the program;
- Knowledge and ability to independently use basic software applications, including word processing, spreadsheets, e-mail clients, presentation software;
- Ability to develop constructive and cooperative working relationships with others and maintain them over time;

- Ability to be flexible and take on additional duties as may be deemed necessary from time to time;

Qualifications

- Post-secondary education, preferably combined with experience in a coordinating role;
- Bilingualism considered a strong asset;
- Able to professionally write and format moderately complex correspondence and use software applications such as word processing, spreadsheets, e-mail, and presentation software;
- Superior time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision;
- High level of sound and independent judgment, maturity, reasoning, and discretion;
- Professional, responsive, resourceful, flexible, and a positive work attitude are essential;
- Strong client service orientation.