



Homestay Coordinator

General Job Description

The role of the Homestay Coordinator involves locating, selecting and orienting host families before the students' arrival, monitoring homestay placements during students' stay and supporting students and families during the placement for High School and Study Tour students. The Homestay Coordinator will work with the Homestay team in Toronto for Eastern Canada or North Vancouver for Western Canada to ensure consistent high quality of service in delivering homestay experiences.

Major Duties and Responsibilities:

- Point of contact for Homestay families based in the community, providing advice and support whenever necessary
- Recruitment, selection and orientation of host families in the community for Homestay, High School and Study Tour programs
- Completing profiles for each family and screening families to ensure families meet the criteria to host and have completed a recent police background check
- Matching students with appropriate host families
- Recruitment, training and monitoring of host families
- Preparation and execution of student and host family orientations
- Providing support to students and host families as problems arise
- Completion of monthly High School student monitoring reports by due date and Incident Reports, as needed
- Growth and management of the host family database
- Providing guidance and support to host families based in the community
- Working collaboratively to resolve host family and school concerns related to visiting students in the program
- Potential organization of monthly activities for High School students
- Working with the management team to ensure consistency and quality in service
- Handling of daily inquiries by host families
- Some invoicing and finance



Work Experience required

- Any type of youth and counseling work is an asset
- Experience in the fields of travel or education

Skills

- excellent organizational skills
- ability to work independently and solve problems
- ability to remain calm in crisis situations
- strong problem solving skills
- excellent oral and written communication skills
- detail-oriented
- diplomatic
- ability to work as part of a team
- proficiency using Microsoft Office applications

Other Requirements

- The position requires a valid drivers license and a reliable vehicle
- The candidate must be willing to take calls when necessary outside of work hours.
- Position will require someone willing to follow up on student/host issues outside of work hours or in emergency situations as necessary
- Must have a functional computer and cell phone.