

Position Description for Contract Services Local Coordinator – Homestay Division

Providing meaningful learning experiences across Canada for international students, local families, and our own team in their lifelong journeys of learning.

Position:

Local Coordinator – Homestay Division

Reports to:

Administrator, Homestay Division

Reporting Relationships:

Host Families



Position Summary:

Informed by Muskoka Language International's (MLI's) mission statement and service values, the Coordinator, Homestay Division plays a **critical role** in ensuring the overall success of the Homestay Division within their local community. He or she is responsible for **recruiting, selecting and orienting quality host families** to provide supportive family-based accommodations for International students. Once students have arrived, he or she **monitors and supports homestay placements** during students' stay, **completing and forwarding any necessary reports** for all AYP, Group and Direct student homestay requirements. He or she **plans and arranges for a variety of events/ activities** that serve to orient families and students to the homestay experience and the local community as well as to provide opportunities for personal connections. He or she may also be required to **act in the capacity of custodian** for Direct Students. The Homestay Coordinator operates his or her own business as a subcontractor of MLI Homestay. Work activities are executed **in the contractor's home office**, in host families' homes and in various locations within the local community where he or she lives.

Position Description: *(The job duties listed hereafter are an overview of the minimum requirements of the position and do not include all the duties inherent, included or associated with the job or with the performance of the job.)*

1. Coordinates all activities related to student placements within local communities

- Based on required known volume, recruits, interviews, screens, and selects potential host families, ensuring a reasonable buffer of additional families are available for future matching with students, ensuring each family meets the minimum specific selection criteria required
- Completes profiles for each family
- Matches students with appropriate host families
- Monitors homestay placements during students' stay
- Acts as MLI point of contact for Homestay families in your local community dealing with intermittent inquiries, general guidance and support
- Provides first level problem solving for students, host families, and schools when problems arise and escalates problems if/when necessary
- Completes and forwards monthly reports and any necessary Incident Reports to Homestay Administrator within specified timelines
- Continually develops relationships with both new and existing hosts - growing and managing the host family database for your local community

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- Supports the Homestay Division within your local community with relocations, host education, student orientation, and school visits

2. Administration and Data Management

- Receives and acts on Homestay applications within local region, whether from other MLI divisions or from direct students/agents, beginning the host family recruitment process
- Receives student profiles and matches them with host family profiles
- Oversees and tracks the return of all host family documentation, forwarding and uploading same as required to Homestay Administrator and the Cottage database.
- Reviews, processes, and maintains detailed, accurate and up-to-date files on each host family in both electronic (database) and paper formats at all times
- Gathers, reviews and delivers monthly host monitoring reports, and any necessary incident reports, and progress reports at specified intervals during each homestay cycle to various stakeholders both internal and external
- Works with confidential information
- Completes detailed paperwork as required
- Ensures all host family details are tracked and up to date in the database and all documents meet MLI and client standards and expectations
- Contributes to MLI social media, forwarding content to the Homestay Administrator for review

3. Communications / Relationships

External

- Establishes, builds and maintains relationships with community members, families, agents and schools, working to enhance MLI's profile within the local community, educating them regarding MLI's programs.
- Handles and mediates any problems that may occur with students, schools, and families
- Responds to inquiries, liaise and communicate with families, students, schools, agents, etc.
- Assists with the organization of and attends all family host meetings, eye time events, arrivals of students, morning of the first day of school, daily drop off / pick ups at school (groups), farewell parties and departures as required.
- Responds to general inquiries from the public regarding programming, becoming a host family, etc.

Internal – supports and collaborates with the MLI team in the following ways:

- Liaises with all program parties ensuring all goals are met for the student's program from beginning to end
- Assists in the design and execution of specialized familiarization tours profiling new towns or products for new or current clients
- Collaborates on solutions with Homestay Division and other departments that involve host family and school concerns related to visiting students in the program
- Assists with marketing and sales tasks, including social media and local advertising, as needed

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4. Human Resources

- Recruits Homestay Families within their local community ensuring each family meets specific MLI and legislated criteria
- Orients Homestay families to MLI, the homestay experience and, ensures each homestay host is aware of their commitments and responsibilities, and communication protocol - in particular, the protocol of when to escalate an issue to the MLI Emergency line.
- During periods where you are unable to fulfill your contractual requirements, arranges for a back-up contract Homestay Coordinator during your absence that meets MLI criteria

5. Financial

- Forwards invoices and receipts related to services to Homestay Administrator for approval and payment.
- Forwards information related to Homestay Family payments to Homestay Administrator for approval and payment.

6. Other:

- Visits homes to inspect the space, conduct a safety check and ensure the people living in the home are suitable for hosting
- Obtains or takes high quality photos of the home, members of the household and the room designated for the student and upload to the Cottage database
- Follows all MLI policies and procedures and specific legislation as appropriate for the position
- May assist Coordinators in neighbouring communities during peak recruitment times
- Acts as Custodian for Direct Students

Education

Degree or diploma in a related field of study preferred

Experience

- 3 - 5 years of sales / marketing / recruiting and general office experience working in a related field with similar activities or within the International Education business is preferable
- Experience in youth and/or counseling work is an asset
- Experience / knowledge of Canadian secondary school system is an asset
- Experience with Homestay and student housing is an asset
- Experience working with International students, with an understanding and sensitivity of cultural differences is an asset
- Working knowledge and understanding of the Canadian Immigration system and its requirements is an asset
- Working in fast paced environment with ability to adapt quickly
- Experience with public speaking is an asset
- Experience dealing with complex interpersonal situations with colleagues, students, families, etc

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Technical Competencies

- Excellent command of Microsoft Office 365 Suite including advanced skills in Excel, Word, Outlook and Power Point
- Savvy with social media applications
- Demonstrated ability to compose effective business correspondence
- Excellent written and oral communication skills are required
- General knowledge of international business procedures and customs

Other Requirements

- Valid driver's license and reliable vehicle; with comfort in driving passengers within the local community
- Willingness and ability to take calls with the ability to address student/host issues outside of regular work hours, or in emergency situations, when necessary
- Clear criminal record and willingness to obtain a criminal record check
- Extensive knowledge of and involvement in your local community
- Canadian Citizen or a landed Permanent Resident
- Eligible and willing to sign student custodianships forms
- An appropriate home office environment with high speed internet access, a functional PC, mobile phone, and capacity for printing and scanning documents.

Competencies:

- Cultural Awareness and Sensitivity / Interpersonal Understanding
- Customer Service Orientation
- Personal Resilience and Effectiveness
- Planning and Organizing / Project Management/ Results Orientation
- Attention to Detail / Concern for Order/ Quality Orientation
- Coaches / Develops Others
- Conflict Management
- Creative Problem Solving
- Decision Making
- Relationship / Network Building
- Teamwork / Cooperation

Working Environment

This is a contract position involving the incumbent to work from an in-home office, in family homes, in community, etc.

Hours of Work

This is a contract position. Actual hours of work will vary depending on the proficiency of the contractor, volume of students / host families required and will vary on a day to day and week to week basis. The work may include days, evenings and weekends.



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I, _____ have reviewed the above job description and I understand my job duties and accountabilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my employer without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I understand I should discuss them with my immediate supervisor.

I further understand that continued employment is based on my ability to perform the duties and accountabilities, with the competencies outlined in this job description. I have discussed any questions I may have had about this job description prior to signing this form.

Signature

Date

Our Values

CARE - The depth of our experience and empathy allows us to provide safe, supportive, and welcoming environments. ***INTEGRITY*** - Honesty, respect, and trust are at the foundation of all that we do. ***RELEVANCE*** - Our entrepreneurial spirit promotes transformative and goal-oriented experiences. ***RIGOUR*** - Preparedness and an informed approach drive our ongoing commitment to excellence.