



RICCARTON HIGH SCHOOL

Te Kura Tuarua o Pūtaringamotu

POSITION DESCRIPTION International Student Co-ordinator

TENURE:	Permanent, part time
RESPONSIBLE TO:	International Student Director
RELATIONSHIPS WITH:	Principal, Deputy Principals, Assistant Principal, Leaders of Learning, ESOL staff and other teachers, Kaitiaki and Kaiarataki, students and parents, external international education industry personnel

Purpose

Provide an excellent level of customer service to all international students and clients of the international department and assist in the provision of pastoral care so that all international students are likely to report having had a quality experience at Riccarton High School.

To provide high-quality administrative and homestay support for the Riccarton High School international student department and be the face of the international department to its clients (students, families, agents, etc).

Key Tasks:

- Provide services to ensure international students are fully supported upon arrival to New Zealand and throughout their enrolment.
- Implement the school's homestay accommodation service - from recruitment and vetting through to placement, training, monitoring and reporting to the International Student Director. Ensure effective administration of the accommodation placements, maintaining accurate records and appropriate documentation; make homestay payments; make regular visits to homestay families; meet with host parents and students and work collaboratively to resolve problems that arise, relocate students when issues cannot be resolved.
- Provide proactive pastoral care to international students to ensure their ongoing happiness and wellbeing, including regular interviews/catch ups with students. Ensure early intervention and support for students at risk, and report to the International Student Director – this includes being available when required to respond to emergencies; monitor the attendance of international students and intervene early to support students with poor attendance; identify students requiring mental or emotional support or suffering from homesickness or culture shock early and work with the International Director to refer them to appropriate services. Ensure detailed records are maintained.
- Build effective communication and relationships across the school and international department stakeholders to ensure that international students are fully integrated into the academic, social and support networks of the school and community. Advocate for international students across the school.

- Arrange collection of students from the airport or other collection point and deliver them to their accommodation; liaise with families and host families. Arrange drop offs at airport when a student leaves to return home.
- Work with the International Student Director to ensure that parents / legal guardians are kept informed about their child's wellbeing.
- Develop and update the school's Homestay Guidelines and provide it to all caregivers
- Undertake effective administration and office support for the international department – ensure all online school management systems are kept up to date (e.g. Kamar, e-school); all paperwork is signed and all legal requirements are met relating to enrolments, insurance, visas, finance, etc. Ensure all documentation is filed accurately
- Promote the international programme to the wider community and encourage participation by international students in community groups and events.
- When required, participate in regional/national group activity with local school and membership bodies for professional development, student events and industry networking.
- Participate in relevant professional learning and development relating to provision for international students.
- Organise and implement celebrations (student farewells or birthdays), day trips, off-campus activities for students during term time. Assist with any orientation programmes.
- Be familiar, and keep up-to-date, with the required legislation, guidance, policies and procedures – such as the Code of Practice for the Pastoral Care of Tertiary and international students 2021; the Education (Pastoral Care of International Students) Code of Practice 2016, school policies and procedures, and other related documentation as they relate to international students.

INTERNATIONAL STUDENT - PERSON SPECIFICATION

- Be able to navigate cross-cultural communication differences and assist homestays and students when issues arise.
- Demonstrate advanced levels of cultural intelligence and competence
- Ensure the students' wellbeing remains the highest priority when communicating with stakeholders.
- Be supportive of students requiring mental or emotional support or suffering from homesickness or culture shock early, and work with the International Director to refer them to appropriate services.
- Be discreet in all matters of a sensitive nature. Demonstrate the skills and sensitivity to undertake difficult conversations and mediate conflict.
- Be able to remain calm, show initiative and make good decisions in a crisis
- Be able to relate to students, caregivers, education agents and colleagues with a high level of empathy and professionalism.
- Be able to relate to a diverse range of stakeholders including students, school staff, parents, caregivers, education agents and commercial suppliers.

SUPPORT STAFF - PERSON SPECIFICATION

Any person employed by Riccarton High School is expected to display the following personal qualities:

- Highly motivated, energetic and organised with the ability to work under pressure to meet specified deadlines
- Has the ability to maintain a professional and personable attitude at all times and can work co-operatively as a member of a team
- Can show leadership, respect and support to staff and students.
- Has a clear understanding of the wider issues of education in the school environment
- Can respond to difficult situations in a proactive manner and complete tasks accordingly
- Can give and receive constructive feedback
- Demonstrates a high level of personal presentation, integrity and loyalty
- Has the ability to maintain confidentiality
- Is willing to consider extra hours of work when necessary
- Will show enthusiasm and commitment to promoting fiscal responsibility
- Is able to communicate clearly, both verbally and in writing, to a range of audiences
- Shows a willingness to pursue opportunities for professional development, attending suitable training courses, as appropriate.
- Has initiative, is innovative and can anticipate when appropriate action may be necessary.
- Supportive of the Riccarton Way ethos of commitment, honesty, respect and excellence:
 - presenting a good image and treating students, staff and visitors with courtesy
 - an awareness of the intent and spirit of the Treaty of Waitangi.
 - cultural sensitivity to students and community members from all cultural backgrounds
 - demonstrating an awareness of the needs of students and visitors with physical and intellectual disabilities.

Note: This job description is subject to annual review.

Declaration:

I have read the content of this job description and understand and accept its parameters.

Signature: _____ Date: _____