



ROLE DESCRIPTION – INTERNATIONAL STUDENT ACCOMMODATION COORDINATOR

Role description: accommodation coordinator	Role summary	Person specification
	<p>The accommodation coordinator will:</p> <ol style="list-style-type: none"> 1. Recruit, assess and train homestay families for the school 2. Make appropriate placements into host families and monitor those placements during the student’s stay 3. Ensure effective administration of the accommodation placements, maintaining records and appropriate documentation 4. Ensure compliance with the Education (Pastoral Care of International Students) Code of Practice 2021 and other related regulations as they relate to accommodation 5. Communicate effectively to build relationships with stakeholders within the school and caregiver networks 	<p>The accommodation coordinator will possess the character and competencies to ensure the school achieves its goals for the accommodation of international students. The accommodation coordinator will:</p> <ol style="list-style-type: none"> 1. Have the ability to relate to students, caregivers, education agents and colleagues with a high level of empathy and professionalism 2. Demonstrate advanced levels of cultural intelligence and competence 3. Possess excellent written and verbal communication skills 4. Have the ability to work under pressure, solve problems and meet deadlines 5. Demonstrate the skills and sensitivity to undertake difficult conversations and mediate conflict 6. Have the ability to remain calm, show initiative and make good decisions in a crisis 7. Possess excellent organisational skills including time management and proficiency with technology including Microsoft Office and databases



Key performance areas	Responsibilities	Performance indicators
<p>1. Homestay recruitment, assessment and training</p>	<ol style="list-style-type: none"> 1. Advertise for and recruit homestay families 2. Provide applicants with information and application packs 3. Ensure all paperwork is submitted and agreements are signed between the school and all accommodation providers 4. Inspect the homes of potential homestay families and other accommodation providers as required 5. Conduct interviews of prospective homestay families and other accommodation providers 6. Assess a family's suitability as a host family against criteria set by the school 7. Clearly communicate the school's standards and expectations to the host family 8. Train homestay families in best practice and cultural competence 9. Ensure all homestay families and other members of households over 18 are safety checked in accordance with the Education (Pastoral Care of International Students) Code of Practice 2016 (Code) 	<ol style="list-style-type: none"> 1. Sufficient quality homestays are always available 2. Host families are able to make informed decisions based on information they receive from the school 3. The school has signed written agreements with all residential caregivers (homestay parents, designated caregivers, operators of licensed hostels, temporary supervisors in short-term accommodation) 4. The homes of all residential caregivers are inspected to assess the suitability of the physical and emotional environment 5. Residential caregivers understand the school's requirements and expectations for caregivers of international students, and have this information in writing 6. Homestay parents have received information to help them to relate to students of different cultures, and to communicate with them effectively 7. All residential caregivers are safety checked to Code standards



	<p>10. Prepare a profile of the family, including photos, to be sent to students during the placement process</p>	<p>8. The school is fully compliant with the Code with regard to safety checking 9. A professional-looking and up-to-date profile of every homestay family is available during the placement process</p>
<p>2. Homestay placement and monitoring</p>	<ol style="list-style-type: none"> 1. Place students in suitable homestays matched to their interests as closely as possible to ensure that a minimum number of homestay changes are necessary 2. Send relevant information to students and/or agents and to the host family at least 6 weeks prior to the students departure from their home country, where practicable. 3. Ensure that students and families are able to make contact prior to departure from their home country 4. Arrange collection of students from the airport or other collection point and deliver them to the accommodation 5. Ensure all students are warmly welcomed at the airport by a school representative or host parent 6. Provide a homestay orientation to students as part of their school orientation 7. Inspect and monitor homestays regularly to ensure that the care and living conditions continue to meet Code outcomes 8. Inspect and monitor designated caregivers prior to, or as soon as practicable after arrival of a student, and monitor on an ongoing basis to ensure living 	<ol style="list-style-type: none"> 1. Placements usually work well 2. Homestays and students have clear information about each other prior to arrival in NZ and are able to make contact prior to departure if they wish to 3. Students are met and warmly welcomed on arrival in NZ 4. Students receive an appropriate orientation to help them settle in their homestay and ensuring they understand the homestay rule and they know who to talk to about accommodation concerns 5. All homestays and designated caregivers are visited and monitored to ensure high standards of living conditions and care 6. The International Director receives prompt reports on accommodation inspections and student issues for follow up 7. Parents, agents, carers and students know how to contact the school in an emergency 8. Emergencies are responded to immediately 9. Caregivers receive ongoing training and/or coaching



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	<p>conditions and care continue to meet required standards</p> <ol style="list-style-type: none"> 9. Prepare a written report on each visit to student accommodation within 24 hours 10. Report regularly to the international director on the status of accommodation inspections and student issues for follow-up 11. Ensure that students, parents and agents are confident that contact can be made in an emergency 12. Ensure there is a prompt response to emergencies 13. Share the 24/7 phone in order to ensure emergencies are responded to promptly 14. Liaise with students and homestay providers as needed 15. Provide on-going coaching and support to host parents and students 16. Meet with host parents and students and work collaboratively to resolve problems that arise 17. Interview students each term (or more often if there are concerns) to ensure relationships are working well and students are safe and happy 18. Respond to concerns from either side without delay to ensure prompt resolution of problems 19. Move students promptly when issues cannot be resolved, or relationships and trust have broken down 20. Meet host parents to debrief after a student has been moved 	<ol style="list-style-type: none"> 10. Students are interviewed at least once a term 11. Problems are resolved promptly, effectively and both host parents and students feel supported 12. Where problems cannot be resolved, students are moved promptly to a new family 13. Host parents are debriefed after a student has moved from their home 14. Student issues are reported to the International Director and followed up appropriately 15. Parents/legal guardians are informed about their child's wellbeing in accommodation 16. Concerns and complaints are assessed, recorded and reported to the International Director promptly 17. Caregivers have opportunities to meet and network
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	<ol style="list-style-type: none"> 21. Work with the International Director to ensure that natural parents / legal guardians are kept informed about their child’s wellbeing in their accommodation 22. Assess, document and report any concerns or complaints without delay 23. Provide opportunities for homestay providers to meet and network 	
3. Homestay administration	<ol style="list-style-type: none"> 1. Maintain accurate records of all accommodation provider details 2. Develop and update homestay information booklet and provide it to all caregivers 3. Keep an up-to-date and complete record of all caregiver assessments, conversations and visits and conversations/interviews with students 4. Obtain and record details of student arrivals and communicate with hosts and natural families to ensure students are met at the airport and know who will meet them 5. Complete incident reports after issues have arisen 6. Ensure prompt payment of homestays 7. Gather and record evidence of the effectiveness of accommodation processes for self-review 8. Assist with the organisation of student and homestay providers’ social events as required 	<ol style="list-style-type: none"> 1. The school has accurate records of all caregivers 2. Caregivers receive a homestay information booklet. 3. Written records are available of all visits, caregiver monitoring and conversations with both carers and students 4. Students’ arrival details are communicated to caregivers, and students are always met at the airport 5. Incident reports are written when issues arise 6. Homestays are paid promptly 7. Homestay provider social events are well organised 8. Evidence of the effectiveness of accommodation provision is available for self-review
4. Compliance	<ol style="list-style-type: none"> 1. Understand and comply in all respects with the Education (Pastoral Care of International Students) 	<ol style="list-style-type: none"> 1. The school is fully compliant with the Code in all respects relating to accommodation and student



	<p>Code of Practice 2021 and other related regulations as they pertain to accommodation, student safety and welfare</p> <ol style="list-style-type: none"> 2. Contribute to the school’s annual self-review of the international programme as it relates to accommodation processes 3. Ensure the implementation of actions arising from self-review as it relates to accommodation 	<p>safety and welfare and has written records as evidence of compliance</p> <ol style="list-style-type: none"> 2. An effective annual self-review of accommodation is undertaken and documented 3. An action plan is developed and implemented in response to self-review
<p>5. Communication</p>	<ol style="list-style-type: none"> 1. Communicate effectively with the International Director, students and caregivers in order to ensure that problems are followed up, students are supported, and parents are informed promptly about their child’s wellbeing in accommodation 2. Build effective relationships with other international staff, caregivers, students and other stakeholders 3. Communicate in a professional manner at all times. 4. When communicating about student accommodation, ensure the students’ wellbeing remains the highest priority 5. Communicate in a manner that supports the goals of the school 6. Ensure communication complies with school policies and procedures 	<ol style="list-style-type: none"> 1. Problems are identified early and followed up by a team member 2. Caregivers are communicated with effectively 3. The International team works well together and student issues are followed up 4. Good relationships between the accommodation coordinator and caregivers and students result in prompt resolution of problems, and high levels of trust 5. The school is represented in a professional manner 6. The international programme’s excellent reputation is maintained 7. Students’ interests are central in all decision making 8. The school’s policies and procedures are complied with