

Job Description

Homestay Manager



Please refer to Clause 3.5 Job descriptions of the [Support Staff Collective Agreement](#)

Position Title	Homestay Manager
Reports to	Director of International Students
Working relationships	Members of International Department, Principal, All Staff, Homestay Parents, Natural Parents, Agents and International students

Employment Status: Full-time | 40 hours per week | 52 weeks

Purpose of the position

This position involves managing the selection of homestay families, the placing of international students with their host families and managing the ongoing relationship between students and their host families. Assist with any other duties within the International Department if required.

Key Responsibilities	Appraisal Indicators
Homestay Recruitment, Assessment & Training	Having sufficient homestay families for students
Homestay Placement & Monitoring	All homestays and designated caregivers are visited and monitored to ensure high standards of living and care.
Homestay Administration	Homestays are paid promptly
Compliance	The school is fully compliant and written records are kept as evidence of compliance.
Communication	Communicate effectively with all stakeholders.

Tasks and Duties

Homestay Recruitment, Assessment & Training

- Advertise for and recruit homestay families.
- Provide applicants with information and application packs.
- Ensure all paperwork is submitted and agreements are signed between the school and accommodation providers.
- Inspect the homes of and conduct interviews with potential homestay families and other accommodation providers.
- Assess a family's suitability against criteria set by the college and clearly communicate the colleges standards.
- Train homestay families in best practice and cultural competence.
- Ensure all homestay families & other members of the household over the age of 18 are safety checked in accordance with The Education (Pastoral Care of Tertiary & International learners) Code of Practice 2021.

Homestay Placements & Monitoring

- Place students in homestay family with careful reference to student & family preferences & suitability.
- Send relevant information to students/agents and host family prior to students' departure from their home country where practicable
- Arrange collection of students from the airport or other collection point & assist them to settle into their accommodation.
- Provide a homestay orientation to students
- Inspect and monitor homestays and designated caregivers bi-annually to ensure conditions continue to meet Code outcomes.
- Report regularly to the International Director on status of accommodation and any student issues.
- Be available for 24/7 on call duties as required.
- Interview students each term to ensure relationships are working well and respond to any concerns that arise.
- Coordinate an annual meeting to educate and keep homestay families updated.

Homestay Administration

- Maintain accurate records of all accommodation providers.
- Develop and update "Homestay Information Booklet"
- Maintain records of caregiver assessments, conversations & visits.
- Ensure Homestay payments are accurately completed each fortnight and actioned by Finance department.

Compliance

- Understand and comply in all respects with The Education (Pastoral Care of Tertiary & International learners) Code of Practice 2021.

Communication

- Communicate effectively with all stakeholders.

General Responsibilities

Health & Safety & Wellbeing

- Take responsibility for personal safety & wellbeing
- Contribute to a culture of teamwork, respect and collegiality amongst staff
- Contribute to a safe working & learning environment
 - Practicing safe work methods
 - Proper use of safety equipment
 - Active participation to eliminate & minimise workplace risks

Declaration:

Approved by:	
Date:	
Appointee:	
Date:	
Reviewed by / Date:	