



FRASER COAST
ANGLICAN COLLEGE

Role Statement

ROLE TITLE:	Homestay Coordinator
DEPARTMENT:	Business Services
REPORTS TO:	Director International Business and Communications
RESPONSIBLE TO:	Business Manager and Principal
WORKPLACE AGREEMENT:	<i>The Queensland Anglican Schools Enterprise Agreement 2021</i>
CLASSIFICATION:	School Officer
LEVEL:	3
DATE PREPARED:	09 December 2014
DATE REVISED:	February 2024

ORGANISATIONAL ENVIRONMENT:

Mission

Fraser Coast Anglican College is a contemporary learning community shaped by the image of God that values the whole child - Body, Mind and Spirit. We educate our students to use the gift of their education to advance their community as well as themselves.

Vision

Empowering our community for the building of a better world.

ORGANISATIONAL EXPECTATIONS:

All employees are expected to respect the confidentiality of the individual, and to treat all members of the College community with courtesy.

All employees are bound by the requirements of the College's policies, procedures and any other practices (such as the Code of Conduct) and are expected to provide appropriate support and pastoral care to students of the College.

Fraser Coast Anglican College is committed to maintaining a healthy and safe work environment. Everyone must adhere to the *Work Health and Safety Act 2011*.

As a condition of employment employees are expected to obtain and hold for the duration of employment, a current Suitability Notice (Blue Card).

Note that staff are required to familiarise themselves with the College Child Protection Policy.

With regard to student behaviour, a non-teaching staff role is not to actively discipline a student but rather one of observance and reporting (to the appropriate teacher or the relevant Head of School) of any

misdeemeanour so that sanctions may be invoked where required. However, within the staff's Duty of Care it may be necessary to step in when a situation is unsafe or a student is at risk.

All employees recognise and accept that multi skilling is an essential component of the College and all employees may be required from time to time to undertake duties that are outside their normal position description but within their skills, competency and capability.

Much of the information gleaned by staff during the course of their duties is confidential and should be treated as such. Staff shall not use confidential information to gain advantage for themselves, their related persons or for any other person or body, in ways, which are inconsistent with their obligation to act impartially. Nor should such information be used improperly causing harm or detriment to any person, body, or the College.

Proof of qualifications will also be required prior to commencement.

PRIMARY ROLE PURPOSE:

The **Homestay Coordinator** is expected to support the College community (Principal, staff, students and parents) in the continued promotion of the philosophy of the College which is founded on the Mission Statement.

The position is responsible for professional, responsive and supportive service delivery to create a successful experience for all stakeholders involved in our International Homestay Program.

RELATIONSHIPS AND AUTHORITY:

This level requires employees who have had sufficient experience and/or training to enable them to carry out their assigned duties under limited supervision, using established procedures, practices and instruction from the Director of International Business and Communications.

Problems are solved by reference to established practices and procedures, and the application of initiative or judgement in applying them or by reference to the Director of International Business and Communications.

The position is responsible to the Business Manager and Principal through the Director of International Business and Communications for the day-to-day performance of duties. Employees at this level are responsible and accountable for their own work.

RESOURCES AND BUDGET:

Not Applicable.

QUALIFICATIONS, SKILLS AND KNOWLEDGE:

- Exceptional communication skills (written, verbal and customer relations) and a strong focus on stakeholder engagement and relationship management, including the ability to relate easily and effectively to people from diverse backgrounds and nationalities
- High-level organisational and time management skills with the demonstrated ability to prioritise competing demands and deliver quality outcomes within set timeframes
- Creative problem solving and the ability to remain calm under pressure
- Ability to demonstrate professionalism and confidentiality at all times
- Ability to conduct home inspections and ensure living conditions are appropriate for the international guests

- Show initiative and be able to work independently and in a team environment
- Intermediate level experience with Microsoft office suite
- Valid Queensland drivers licence
- Possession of or the ability to acquire a current Working With Children Check (Paid Blue Card)
- First Aid Certificate (desirable)

KEY ACCOUNTABILITIES:

Homestay

- Coordinate the homestay program
- Visit prospective hosts to determine their suitability and complete visit forms with great attention to detail
- Promote the homestay program and recruit homestay families
- Ensure compliance with all relevant regulations, policies, and procedures governing homestay programs, including but not limiting to Blue Card Services regulations
- Liaise with the Risk and Compliance Manager to deliver the induction and orientation of new homestay families
- Ensure all hosts' questions are answered and they are given appropriate documentation and training
- Monitor the ongoing welfare of international students in homestay, ensuring appropriate intervention is provided, escalation to supervisors occurs as required and detailed records are maintained
- Support students and parents involved in homestay, including responsibility for the homestay emergency phone
- Develop and maintain effective communication links with international students and homestay families
- Assist with the induction and orientation of new international students

Administration

- Maintenance of the Homestay Register and ensure all registered homestay residents are compliant with relevant legislation
- Maintenance and data entry for homestay accounts
- Assist with the preparation and updating of departmental spreadsheets, budget information, databases, records, publications and information packs
- Provide general office and administration assistance across the business as required

Study tours

- Assist with the organisational aspects of study tours
- Assist with the implementation of study tour activities and excursions
- Supervision of study tour groups on incursions and excursions will be required from time to time

Other

- Other duties as required by the Principal or their delegate