



Position Description International Coordinator

Our Mission Statement:

To educate students in the Catholic tradition of faith and love, recognising the uniqueness of the individual and challenging them to realise their potential in a multicultural environment that constantly strives for excellence.

Position:	International Coordinator
Reports To:	Director of International
Responsible To:	Students Principal

Background

Aquinas College enrolls up to 30 Foreign Fee-Paying students per year. As a signatory to the Education (Pastoral Care of International Learners) Code of Practice 2021, the College is responsible for the academic and pastoral needs of these students and works to ensure that they have safe, successful, and memorable time in New Zealand.

The International Coordinator position operates within the legal requirements, the College's Strategic Plan, Annual Plan and Policies.

The International Coordinator position exists to support the Director of International Students with the administration functions within the International Department.

International Coordinator Key Responsibilities

Role summary

Accommodation Management

- *Recruit, assess and train homestay families for the school*
- *Make appropriate placements into host families and monitor those placements during the student's stay*
- *Ensure effective administration of the accommodation placements, maintaining records and appropriate documentation*
- *Ensure compliance with the Education (Pastoral Care of International Learners) Code of Practice 2021 and other related regulations as they relate to accommodation*
- *Communicate effectively to build relationships with stakeholders within the school and caregiver networks*

Office Administration

- *General oversight of administration to ensure the provision of efficient and code compliant administration support*
- *Manage the International Office calendar and schedules*
- *Assume an enhanced responsibility for running of the department when the Director is absent for offshore marketing for extended periods of time*
- *Oversee and maintain 24/7 phone response in line with the 24/7 emergency phone contact International procedure*
- *Organise and administer student services such as uniform, stationery, transcripts, medical and insurance support*

Homestay Recruitment, assessment and 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 all accommodation providers*
- *Inspect the homes of potential homestay families and other accommodation providers as required*
- *Conduct interviews of prospective homestay families and other accommodation providers*
- *Assess a family's suitability as a host family against criteria set by the school*
- *Clearly communicate the school's standards and expectations to the host family*
- *Train homestay families in best practice and cultural competence*
- *Ensure all homestay families and other members of households over 18 are safety checked in accordance with the Education (Pastoral Care of International Learners) Code of Practice 2021 (Code)*
- *Prepare a profile of the family, including photos, to be sent to students during the placement process*

Homestay placement and monitoring

- *Place students in suitable homestays matched to their interests as closely as possible to ensure that a minimum number of homestay changes are necessary*
- *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.*
- *Ensure that students and families are able to make contact prior to departure from their home country*
- *Arrange collection of students from the airport or other collection point and deliver them to the accommodation*
- *Ensure all students are warmly welcomed at the airport by a school representative or host parent*
- *Provide a homestay orientation to students as part of their school orientation*
- *Inspect and monitor homestays regularly to ensure that the care and living conditions continue to meet Code outcomes*
- *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 conditions and care continue to meet required standards*
- *Prepare a written report on each visit to student accommodation within 24 hours*
- *Report regularly to the International director on the status of accommodation inspections and student issues for follow-up*
- *Ensure that students, parents and agents are confident that contact can be made in an emergency*
- *Ensure there is a prompt response to emergencies*
- *Share the 24/7 phone in order to ensure emergencies are responded to promptly*
- *Liaise with students and homestay providers as needed*
- *Provide on-going coaching and support to host parents and students*
- *Meet with host parents and students and work collaboratively to resolve problems that arise*
- *Interview students each term (or more often if there are concerns) to ensure relationships are working well and students are safe and happy*
- *Respond to concerns from either side without delay to ensure prompt resolution of problems*
- *Move students promptly when issues cannot be resolved, or relationships and trust have broken down*
- *Meet host parents to debrief after a student has been moved*
- *Work with the International Director to ensure that natural parents / legal guardians are kept informed about their child's wellbeing in their accommodation*
- *Assess, document and report any concerns or complaints without delay*
- *Provide opportunities for homestay providers to meet and network*

Accommodation administration

- *Maintain accurate records of all accommodation provider details*
- *Develop and update homestay information booklet and provide it to all caregivers*
- *Keep an up-to-date and complete record of all caregiver assessments, conversations and visits and conversations/interviews with students*
- *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*
- *Complete incident reports after issues have arisen*
- *Gather and record evidence of the effectiveness of accommodation processes for self-review*
- *Assist with the organisation of student and homestay providers' social events as required*

Compliance

- *Understand and comply in all respects with the Education (Pastoral Care of International Learners) Code of Practice 2021 and other related regulations as they pertain to accommodation, student safety and welfare*
- *Contribute to the school's annual self-review of the international programme as it relates to accommodation processes and pastoral care.*
- *Ensure the implementation of actions arising from self-review as it relates to accommodation*
- *Oversee and share (50/50 split with International Director) the 24/7 phone response in line with 24/7 emergency phone contact International procedure.*

Communication

- *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*
- *Build effective relationships with other international staff, caregivers, students and other stakeholders*
- *Communicate in a professional manner at all times.*
- *When communicating about student accommodation, ensure the students' wellbeing remains the highest priority*
- *Communicate in a manner that supports the goals of the school*
- *Ensure communication complies with school policies and procedures*

The International Coordinator can expect to be asked to carry out other duties as reasonably expected by the Principal and Director of International Students

Employment Details:

GRADE: Grade 3 as per the Support Staff in Schools Employment Agreement.

Number of HOURS: 30 hours per week.

Number of WEEKS: 44 weeks per year.

International Coordinator

Dated

Principal on behalf of the Board of Trustees

Dated

SPECIAL CONDITIONS:

Education is an ever-changing environment and all staff are expected to participate constructively in school activities and to adopt a flexible approach to their work. Whilst every effort has been made to explain the main duties and accountabilities of the post, each individual task undertaken may not be identified.

This job description will be reviewed annually during the appraisal process and will be varied in the light of the needs of the College to promote improved student outcomes.

NOTE: *The incumbent's signature indicates that relevant College policy and procedure have been read and accepted.*

Family

Scholarship

Truth

Service

Prayer

Joy