

Role Description

Senior International Student Homestay Coordinator

Inclusion and Diversity

We all have a role in making our workplace one that embraces and values diverse backgrounds, perspectives and life experiences, creating a workplace where [we all belong](#).

Reasonable adjustments may be discussed with your manager, approved and documented to support and promote human rights and diversity across the workforce.



Job Evaluation No.

25068

Content Manager No.

25/362464

Work Unit

Nominated School

Nominated Region

School and Regional Operations and Performance Division

Location

Various locations throughout the State

Classification

AO4 Qld Public Service Officers and Other Employees Award - State 2015
36 ¼ hour week

Job Type

Permanent / Temporary / Full-time / Part-time

Temporary period until XXXX unless otherwise determined

per annum

Salary Range

Salary is reflective of full-time employment (1.0FTE)

Plus superannuation contributions of up to 12.75% of your annual salary.

Your employer

The Department of Education (DoE) is committed to delivering responsive services focused on equity and excellence to Queenslanders and their communities. We promote equity and excellence by our commitment to respect, protect and promote human rights. Our objectives are: a strong start for all children, every student realising their potential, capable people delivering our vision. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

For more information about the department, please visit our website at www.qed.qld.gov.au

Your opportunity

As the Senior International Student Homestay Coordinator, you will:

- Oversee and monitor a large homestay program ensuring quality placements, compliance and student wellbeing by monitoring the behaviour and wellbeing of international students to identify issues and organise intervention and provide comprehensive wellbeing support to ensure a safe, supportive and culturally enriching homestay experience.
- Manage, ensure and coordinate a high quality and responsive service delivery for the Homestay program ensuring continuous support of international students' welfare and manage costs and resources including payment to host families, transportation costs, curriculum-based activities, orientation and other operational expenditure.

The International Student Homestay Coordinator reports to the Principal, or nominated Line Manager and will work collaboratively with teaching and administrative staff, as well as nominated officers within DE International.

Your role

Responsibilities include:

- Develop and manage engaging marketing materials to promote the program, effectively attracting and recruiting suitable host families to provide a welcoming and supportive environment for international students with the ability to improve/grow the program in a competitive marketplace.
- Establish and maintain positive relationships and effective communication processes with students and homestay providers including liaising with internal and external stakeholders, parents/caregivers, international agents, homestay providers and external service providers to advocate for international students in terms of welfare issues, particularly those relating to the homestay environment.



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people



Work safe,
learn safe, play safe



Queensland
Government

- Proactively identify and improve upon processes, standards, methods, systems, policies and procedures to ensure effective service delivery of the Homestay program ensuring regulatory and policy compliance and that homestay providers are compliant with Blue Card Services criteria and relevant DE International policies and procedures.
- Implement, manage and participate in various projects within the International Homestay program and manage and coordinate the placement of international students with suitable approved homestay providers in accordance with DE International's homestay policies and procedures as well as State and Commonwealth legislative requirements.
- Develop practical solutions in relation to conflicts and concerns between host families and international students, program discrepancies, logistical concerns, mediate between students and families and monitor the ongoing welfare, adjustment, behaviour and health of students ensuring appropriate intervention is provided, escalation to supervisors occurs as required and detailed records are maintained.
- Contribute to the development and coordination of an orientation program for international students to foster academic and personal development including informing students of the location and accessibility to consumer services and community facilities to enhance integration into the school environment and community.
- Provide specialist program related advice, guidance and support in regard to homestay placements, policy and regulatory compliance or changes, risk management and safety, emerging issues and challenges through regular program evaluation and feedback.
- Interpret student and homestay family feedback in collaboration with senior officers and the leadership team on escalated issues and matters to make informed decisions ensuring cultural compatibility and student needs to ensure continuous enhancement of the program.
- Identify and facilitate access to support services, including counselling, to assist with the adjustment to living and studying in Queensland, and resolving issues which could impede successful completion of study and recruit, assess and evaluate the suitability of homestay providers to host international students and secure the Principal's approval for all suitable homestay providers.
- Organise suitable excursions and experiences for students and contribute to the development and coordination of a homestay register to record and monitor homestay providers and student placement data and maintain an emergency homestay network in case of an emergency.

Other responsibilities (as required)

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.

Leadership Competencies

[Leadership Competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

Vision:

- Leads strategically – thinks critically and acts on the broader purpose of the system.
- Stimulates ideas and innovation – gathers insights and embraces new ideas and innovation to inform future practice.
- Leads change in complex environments – embraces change and leads with focus and optimism in an environment of complexity and ambiguity.
- Makes insightful decisions – makes considered, ethical and courageous decisions based on insight into the broader context.

Results:

- Develops and mobilises talent – strengthens and mobilises the unique talents and capabilities of the workforce
- Builds enduring relationships – builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.
- Inspires others – inspires others by driving clarity, engagement and a sense of purpose.
- Drives accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism persistence and transparency.

Accountability:

- Fosters healthy and inclusive workplaces – fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.
- Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness.

- Demonstrates sound governance – maintains a high standard of practice through governance and risk management.

Additional information

- This role description works in conjunction with the Candidate Information Package.
- It would be highly desirable for the successful applicant to have experience in coordinating International Student Homestay or similar.
- It is a mandatory condition of this role that you:
 - Possess a current Working with Children Check clearance (blue card) issued by Blue Card Services.
(In accordance with the [*Working with Children \(Risk Management and Screening\) Act 2000*](#) a person is prohibited from working in regulated child-related employment unless the person holds a current Working with Children Check clearance (blue card) issued by Blue Card Services).
 - Possess a current drivers' licence.
 - Are required to be rostered on call when required.
 - Are required to travel and overnight absences from base may be required.