

Rangiora High School

Te Kura Tuarua o Rangiora

'Each and every learner will thrive in a centre of learning excellence.'



International Manager

Role Description

Purpose of the role

The purpose of this role is to provide a quality homestay and administration service and to ensure the International Programme is managed effectively and is Code compliant.

Role description

Tenure:	Full time, permanent (40 hours per week) with the ability to work flexible and / or additional hours including evenings and weekends as required (52 weeks per year)
Remuneration:	Support Staff Collective Agreement
Reporting to:	The Director of International Students
Functional Relationships:	Principal Executive Officer Support Staff Teaching Staff Homestay Families International Students

Role requirements

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

We create inclusive, equitable and relevant learning opportunities with clear pathways. We empower deeply engaged and connected lifelong learners. We contribute positively to our community.

4. Ensure compliance with the Education (Pastoral Care of Tertiary and International Learners) 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
6. Other administrative and financial tasks as required by the International Director

Role functions

Focus Areas / Tasks	Outcomes
1. Homestay recruitment, assessment and training	
Advertise for and recruit homestay families	- Sufficient quality homestays are always available - All paperwork is submitted and agreements are signed between the school and all accommodation providers - Interviews of prospective homestay families and other accommodation providers are conducted - The homes of all residential caregivers are inspected to assess the suitability of the physical and emotional environment
Ensure all homestay families and other members of households over 18 are safety checked in accordance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021	- All residential caregivers are safety checked to Code standards - The school is fully compliant with the Code with regard to safety checking - Police vetting checks are conducted on household members over 18
2. Homestay placement and monitoring	
Students are matched to homestays as closely as possible to ensure that a minimum number of homestay changes are necessary	- Placements usually work well - Homestays and students have clear information about each other prior to arrival in NZ - 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
Inspect and monitor homestays regularly to ensure that the care and living conditions continue to meet Code outcomes. Ensure that natural parents / legal guardians are kept informed about their	- All homestays and designated caregivers are visited and monitored to ensure high standards of living conditions and care - A written report on each visit to student accommodation is completed - Meet with host parents and students and work

child's wellbeing in their accommodation	collaboratively to resolve problems that arise Parents/legal guardians are informed about their child's wellbeing in accommodation
Report regularly to the International Director on the status of accommodation inspections and student issues	- The International Director receives prompt reports on accommodation inspections and student issues for follow up - Concerns and complaints are assessed, recorded and reported to the International Director promptly
Ensure that students, parents and agents are confident that contact can be made in an emergency	- Parents, agents, carers and students know how to contact the school in an emergency - Carry (or share) the 24/7 phone in order to ensure emergencies are responded to promptly - The International Director receives prompt reports on emergency situations
Interview students each term (or more often if there are concerns) to ensure relationships are working well and students are safe and happy.	- Students are interviewed at least once a term - Problems are resolved promptly, effectively and both host parents and students feel supported - Where problems cannot be resolved, students are moved promptly to a new family - Host parents are debriefed after a student has moved from their home
Provide opportunities for homestay providers to meet and network	Caregivers have opportunities to meet and network
3. Homestay Administration	
Maintain accurate and up to date records of all accommodation provider details, assessments, conversations and visits and conversations/interviews with students	- The school has accurate records of all caregivers - Written records are available of all visits, caregiver monitoring and conversations with both carers and students
Develop and update homestay information booklet and provide it to all caregivers	Caregivers receive a homestay information booklet.
Ensure prompt payment of homestays	Homestays are paid promptly
Assist with the organisation of student and homestay providers' social events as required	Homestay provider social events are well organised

Assist with the organisation of international student travel	- To ensure that each student has completed the appropriate form for internal / international travel one week prior to the holidays in which the travel is to be undertaken. - To have gained parental and host parent permission for travel. - To arrange and check out details of travel, accommodation and accompanying adults.
4. Compliance	
Understand and comply in all respects with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and other related regulations as they pertain to accommodation, student safety and welfare	The school is fully compliant with the Code in all respects relating to accommodation and student safety and welfare and has written records as evidence of compliance
Contribute and ensure the implementation of the school's self-review of the international programme as it relates to accommodation processes	- An effective annual self-review of accommodation is undertaken and documented - An action plan is developed and implemented in response to self-review - Evidence of the effectiveness of accommodation provision is available for self-review
5. 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	- Problems are identified early and followed up by a team member - Caregivers are communicated with effectively - Good relationships between the International Manager and caregivers and students result in prompt resolution of problems, and high levels of trust
Build effective relationships with other international staff, caregivers, students and other stakeholders	The International team works well together and student issues are followed up
Communicate in a professional manner at all times and ensure all communication complies with school policies and procedures	- The school is represented in a professional manner - The international programme's excellent reputation is maintained - Maintain and update International section of RHS website - The school's policies and procedures are complied with

6. Administrative tasks	
Administrative tasks as required by the International Director	- Police vets are completed in a timely manner - Assist in the completion of EOTC forms - Provide admin support to the orientation programs including end of year and extra curricular activities - Other tasks as directed by the International Director

PERSONAL QUALITIES

The International Manager will possess the character and competencies to ensure the school achieves its goals for the accommodation of international students. The International Manager will:

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 Google Suite, Microsoft Office and databases
8. Be available to work outside of regular work hours including evenings and weekends
9. Be available for 24/7 on-call duties as required
10. Possess a reliable vehicle and clean drivers' licence

Education is an ever-changing environment. This job description is therefore focused on the important tasks and responsibilities. Whilst every effort has been made to explain the main tasks and responsibilities of this role, duties may vary from time to time, without changing the intention of the job description or the level of responsibility. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

This job description will be reviewed annually during the appraisal process and may be updated in light of the needs of students and the school.

Declaration

I have reviewed this role description and acknowledge the requirements of the role.

Name:	
Signature:	
Date:	

