



# Canada Homestay Network Society

## Job Description – Relationship Manager

### Summary

Reporting to the Program Lead, the Relationship Manager (RM) plays a critical role in ensuring the overall success of the homestay program in their assigned communities. The RM has the responsibility to build and maintain positive working relationships with international students, host families, international agencies, and school or school district (client) personnel. This position requires sound and reliable judgment as all decisions affect various stakeholders and, ultimately, CHN's client relationships and reputation in the community. Successful candidates will be naturally good at collecting detailed facts to make decisions, organizing information, participating in ongoing relationship building, strategizing abstract solutions, reducing inconsistencies, readjusting working schedules and bringing order out of chaos.

### Client Care & Customer Service Philosophy

- Deliver meaningful and effective client care through acknowledgement, authenticity, and understanding unique needs;
- Uphold the highest level of Customer Service by being flexible, attentive, **reliable** and **responsive** with our clients and colleagues;
- Take ownership and follow-up (TOFU) – take ownership over the customer experience and provide thorough follow-up, collaborating with team members when necessary.
- Communicate and develop effective working relationships with colleagues, clients, students, agents, and hosts following CHN policies and protocols for methods, timing and documentation of all such communications and transactions;
- Engage with colleagues, host families, and students in order to monitor, manage, and bring closure to homestay inquiries and customer requests; and,
- Collaborate with colleagues for second opinion and support in an organizational culture that encourages and depends on teamwork for positive outcomes.

### Responsibilities

#### 1. Stakeholder Support & Coordination (50%)

- Develop and maintain effective working relationships with the client(s) and school/school board staff;
- Helps homestay hosts, natural parents, and students interpret cultural practices and differences;
- Available to meet with students regularly;
- Monitor, manage, and bring closure to homestay issues such as interpersonal conflicts, cultural differences, and issues related to student or host behaviour;
- Coordinate and manage individual and group arrival and departure logistics. Adjust plans as required, such as locating emergency host placements;
- Deliver student orientation in person or virtually when the student arrives;
- Participate and assist with student relocations (this could include transporting the student);
- Act as a liaison between the school and natural parents;
- Advise parents immediately of any academic/ behavioural/ emotional issues (with Agent if possible);
- Meet every student in person at least once per intake (extenuating circumstances may apply);
- Supports students culture adjustment, as well as addresses mental or physical health concerns;
- Respond to crisis situations in a prompt and caring manner and refer cases to health professionals where appropriate; and,
- Strategize abstract solutions to problems, accommodate risks, and navigate through uncertainty.

#### 2. Administration (25%)

- Monitor and manage student-host relationships including documenting all relevant aspects of decisions, communications, and interactions while upholding our Client Care & Customer Service philosophy;



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- Process student applications from inception to final stages, ie. receipt of application through to finalizing host matching;
  - Support the continual improvement of CHN programs and services through administration of evaluation forms and other methods of feedback; and,
  - Always maintain data integrity in the company database.
3. Host Capacity Support (5%)
- Develop a local network of host families and continually develop and enhance relationships with both new and existing hosts in the region;
  - Organize regular events for students and hosts including host education events, student and host social events, student and host orientations, and other outings; and,
  - From time to time assist the Host Capacity team with:
    - Screening and interviewing potential host families;
    - Conducting follow-up due diligence following all CHN protocols;
    - Regularly review host profiles for accuracy of information in accordance with applicable privacy laws; and,
    - Select suitable host families for all new students, while ensuring that host availability, matching criteria, and student preferences are observed.
4. Custodianship (5-10% dependent on the community)
- Administration
- Assume custodianship (for minor students) according to terms outlined in the “CHN Supplementary Form to IMM 5646 Custodianship Declaration” and the “CHN Homestay and Custodianship Services”;
  - Remaining within a 200-kilometer distance of the local region assigned at all times (unless appropriate coverage is arranged);
  - Notarize the Declaration of Custodianship (IMM 5646 p1) and other related custodianship forms.
  - Courier the original notarized IMM 5646 to natural parents.
  - Attend school orientations and meetings for custodians.
  - Serve as the “official” custodian/emergency contact for the school.
  - Repeat Custodianship Registration Process, as above (re-registration fees apply).
- Intake and School Meetings
- Accompany the student in person during academic assessment and/or intake appointment and meet with Assessor and Guidance staff regarding completing registration requirements (this task varies by Client);
  - Maintain ongoing and deliberate communication with the student by having at least two in person meetings per semester;
  - Provide consent as needed by the school for academic programs and activities;
  - Authorize immunizations offered through the school or school district;
  - Attend Parent-Teacher interviews (unless host is authorized to do so by the Client);
  - Assess the student’s academic Report Cards and attend academic Case Conferences, if necessary and where the student has given written permission to do so according to privacy policies;
  - Email to the student’s natural parents or to their agent a report (in English) on the overall experience and well-being of the student; and,
  - Once the student turns 18, continue to act as a Local Emergency Contact for the school.
5. Emergency Response (5%)
- Provide 24-hour in person support if required.
  - Consult with agent or natural parents by email (and if possible, by telephone).
  - Manage emergencies that involve students that may arise, including documenting events and corresponding with applicable colleagues to engage a second opinion or request support;



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- As custodian only, make decisions on the parent's behalf in the event of a life or death medical emergency if the natural parents cannot be reached; such decisions to be made to preserve the life of the student under the direction and advice of a medical professional.

### 6. Other responsibilities (10%)

- Participate in team meetings and performance reviews.
- Attend in-person meetings such as AGMs as necessary.
- Any other duties assigned to you by your Leader or Managing Director.

### Knowledge, Skills & Abilities

- One-year Community College Certificate/ Diploma.
- 6 months to 2 years of related experience (CYW, international business or teaching, etc.).
- Innate ability to work independently and autonomously in a virtual office environment.
- Ability to make sound decisions by exercising judgment, diplomacy, tact and discretion in a high pressure environment with changing and conflicting priorities.
- Ability to exercise high degree of confidentiality.
- Exceptional Customer Service skills.
- Positive interpersonal skills and highly effective at de-escalating challenging customer interactions.
- Ability to work in a team, and to maintain and develop relationships with colleagues.
- Excellent Word, Excel, Email, and Database skills.
- Strong verbal and written English communication. French is also mandatory for positions assigned to Quebec and parts of Ontario.
- Strong problem solving and organizational skills, including a precise attention to detail.

### Systems & Transportation

- Readily accessible transportation appropriate for these responsibilities (a minimum of \$2 million auto insurance is required when using a personal vehicle);
- A suitable computer and high-speed internet access;
- A mobile phone for emergency support; and,
- Digital camera, or other device capable of taking digital photographs.

### Criminal Background Check and VSS

- Prior to the RM start date, he/she must produce a valid Criminal Record Check and Vulnerable Sector Check with no record of past offences.

### Working Conditions

- Home Office
- Full time RM - Full availability is required during core hours (10 am to 2 pm local time)
- Part time RM – Flexible available that suits CHN's needs and requirements

### Other Documents

- Performance Expectations – All Colleagues

CHN may, from time to time and in its discretion, change your responsibilities and this Job Description due to our business needs.

CANADA HOMESTAY NETWORK IS COMMITTED TO THE PRINCIPLES OF EMPLOYMENT EQUITY.