



Job Description for Host Family Co-ordinator

The Oxford Intensive School of English was established in 1973 as a school of English for European students and is now one of the largest such organisations in the country. OISE runs a number of Young Learners' Schools for students aged between 7 and 17 during the summer. On every course, students follow a strict programme of specially designed lessons and activities with excursions on Wednesdays and Saturdays.

The Host Family Co-ordinator is a key OISE representative in the centre. His/her approach to the job, as well as the host-families provided should reflect the ethos of the company at all times. Their role within the organisation is recognised as vital to the success of the course.

Responsibilities

Reporting to: YLS Manager

Host Family Management

- Maintaining the current Host Family database for the school and keeping a log of each family's availability.
- Reviewing Host Family suitability and compliance with OISE guidelines each season. Ensuring all host families and their properties comply with safeguarding and health and safety criteria. (In date Gas Certificate, Fire Risk Assessment, DBS and Safeguarding training, including Prevent)
- Conducting home checks on new and existing Host Families, visiting them at least every two years or sooner if there is a change in circumstances.
- Finding suitable new Host Families by placing adverts in newspapers/magazines, mail-shots, personal contacts etc. and through appropriate online media.
- Receiving telephone calls/emails from prospective families, visiting them to decide their suitability.
- Ensuring new families complete the correct registration documents, overseeing the DBS checks and inputting new data into the company computer system. (ELOISE)
- Placing students with suitable Host Families within set deadlines and ensuring the placement information is passed on to Head Office.
- Communicating arrival times and course schedules to families, and co-ordinating student arrivals and departures with the Travel Co-ordinator based in Oxford.
- Completing all relevant paperwork and meeting all deadlines.

Student Leisure and Welfare

- Attending the Centre on a regular basis and being available to all students for any welfare and homestay problems, including medical needs such as taking the student to the doctor/hospital.
- Liaising with the Course Leader and teaching staff in the Centre to ensure the students have no problems, an enjoyable stay and want to book with OISE again.
- Working with the Course Leader to help organise and schedule the leisure programme and updating and maintaining the leisure and student information board.
- Arranging fostering care for any student under 16 visiting for longer than 28 days in line with local council requirements.
- Issuing bus passes to students where their Host Family is too far to walk, or a lift is not provided.
- Ensuring students return to their Host Family after school each day, or that they make contact with the host family during the evening and return by the arranged curfew as agreed by the Host Family.
- Being on call and available to host families and students at all times as well as customer care and dealing with emergencies as and when they arrive.

The hours are flexible outside of the courses, as mutually convenient appointments are made for interviewing families.

It is essential to own both a car and telephone for this work. Many Host Family Co-ordinators have our internal computer system installed in their homes. The applicant should be well organised, enjoy working with and meeting new people, should be smart and professional and be able to combine administration and practical welfare skills. Based at home, and working on your own initiative, all applicants should be well motivated.

The Host Family Co-ordinator is employed by OISE and is paid by fees: a placement fee per student for placing the student with a suitable host family, and for all other associated duties during the course, with a bonus payment for completing all duties by the end of the course. All expenses – telephone, travel, postage etc. are paid for by OISE. Full training will be given, and at all times personnel are on hand to give you help and advice, this includes a 24 hour emergency help line whilst the courses are running.