

Canada Homestay Network is looking for a Full-Time Program Lead – Care & Support

We are looking for an **internal candidate** who has an enthusiasm to learn and lead a team!

Who We Are

The Canada Homestay Network is a family-run, non-profit society, that has helped tens of thousands of students find a home away from home in Canada. CHN has been connecting international students to compassionate and caring Canadian families for over 25 years.

Our Values



Listening Curiously



Collaborating Optimistically



Growing Courageously



Guiding Compassionately



Giving Wholeheartedly

More about the Program Lead position

The Program Lead for our Care & Support team is the newest position within CHN. We are looking for a dynamic individual who is enthusiastic to learn and lead. The Care & Support team was created in 2020 to achieve a National approach to our customer service model within CHN.

Program Leads (PL) play a critical role in ensuring the overall success of our homestay programs through accountability of team members, project management, client relationship management, and contributing to the overall design and strategy of the business.

Critical responsibilities include

- Champion of client care and customer service; take ownership and follow-up!
- Team support, coaching, and mentoring; be a servant leader at heart!
- Practice empathy; be prepared to complete any task that the rest of the team is working on.
- Oversee team workload and distribution of responsibilities including facilitation of team meetings, accountability, performance management.

- Manage projects and complete administrative work including preparing communications, maintaining data integrity, tracking team metrics, etc.
- Participating in various departmental meetings and travel from time to time.

The successful candidate will be enthusiastic about

- Leading a team and developing our colleagues' unique abilities
- Career development and growth within CHN
- Developing the CHN National Care & Support model
- Team recognition opportunities
- Relationship building and customer service
- Learning and understanding cultural differences
- Building relationships with all stakeholders

The successful candidate will have

- An uncompromised ability to prioritize time and meet deadlines
- Exceptional Customer Service skills
- Positive interpersonal and conflict resolution skills
- A natural ability to navigate multiple databases
- An ability to work in a team and develop relationships
- The ability to take initiative and use discretion in determining priorities
- Strong problem solving and organizational skills
- A precise attention to detail
- Three or more years of Customer Service experience
- Nice to have - One or more years of "supervisory" experience
- Nice to have - Post-Secondary Education (College Diploma or Bachelors Degree) in International Studies, Social Sciences, or another related program

Other key tools required for the job

- A suitable computer and high-speed internet access, camera, and mic
- A mobile phone for emergency support

How to Apply:

Please email your **resume and cover letter** to peopleandculture@canadahomestaynetwork.ca

Applications should be submitted in Word or PDF format with first & last names in the file name.