

Canada Homestay Network is hiring a Full-Time Relationship Manager (aka. Homestay Coordinator) REMOTE – Guelph/KW, Ontario

We are looking for an internal candidate to be our next Relationship Manager in Guelph and Kitchener/Waterloo. The successful candidate will have a heart for servant leadership and CHN values!

Who We Are

The Canada Homestay Network Society 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 Core Values



Listening Curiously



Collaborating Optimistically



Growing Courageously



Guiding Compassionately



And Giving Wholeheartedly

More about the Relationship Manager position

The **Relationship Manager aka. Homestay Coordinator**, is an integral member of our Operations team and responsible for homestay coordination for their community including in person student and host support. The Relationship Manager works collaboratively with school boards, international homestay agents, Canadian host families, and international students. All Relationship Managers also assume Custodianship for students under the age of 18 within their local community if required by the client.

- Helps homestay hosts, natural parents, and students interpret cultural 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;
- Deliver student orientation in person or virtually when the student arrives;
- Respond to crisis situations in a prompt and caring manner and refer cases to health professionals where appropriate; and,
- Develop a local network of host families and continually develop and enhance relationships with both new and existing hosts in the region;
- Assume custodianship for the local region/community (up to 100 km)

**The Relationship Manager can be a demanding position (seasonally based on student arrival times). Part time associates can be expected to work up to 25 hours per week and must be available for infrequent on-call emergencies.*

The successful candidate will be enthusiastic about

- Working from home
- Travelling within your local community (up to one hour)
- Relationship building and customer service
- Learning and understanding cultural differences within and outside of Canada
- Building relationships, especially between students and host parents
- Orienting students when they arrive in Canada
- Helping students and families with social, emotional, and physical wellbeing
- National travel from time-to-time

How we sweeten the deal

- Remote working including a flexible workday (ideally available for core business hours, 10 to 2, Monday to Friday)
- Full benefits package (with shared premiums)
- Paid Vacation and Personal Days (25 + hours/week)
- Wellness subsidy
- Paid volunteer days
- Paid professional development

The successful candidate will have

- International experience including hosting students or traveling abroad
- At least two years of homestay or related work experience
- One-year Community College Certificate or Diploma
- Innate ability to work independently and autonomously in a virtual office environment
- Great judgement and decision-making skills while exercising a high degree of confidentiality
- Exceptional Customer Service skills and experience
- Excellent Word, Excel, Email, and Database skills
- The ability to confidently communicate in English; *its ideal to speak a second language too*
- Superior organization skills and the ability to hold yourself accountable

Other key tools required for the job

- Readily accessible transportation appropriate for these responsibilities
- A suitable computer and high-speed internet access
- A mobile phone for emergency support
- A valid Criminal Record Check and Vulnerable Sector Check

How to Apply:

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

** Please reference the **Job Title and Location** in the email **Subject Line***

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