The Canada Homestay Network
Job Description – Program Lead

Summary

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.

PLs practice 'servant leadership,' as described by Robert K. Greenleaf. "The servant-leader *is* servant first… It begins with the natural feeling that one wants to serve, to serve *first*. Then conscious choice brings one to aspire to lead."[1]

Overall, PLs strive to articulate the values of the organization and create procedures that encourage productivity. As a learning organization, Canada Homestay Network (CHN) has made an effort to embed continuous change, renewal, innovation and learning. PLs support an organizational culture that encourages and depends on teamwork for positive outcomes.

Program Lead Philosophy:

- Offer a vision of a better world that transcends differences;
- Respect others, as a moral imperative;
- Create a climate of trust with their team;
- Believe in and act on the inherent dignity of their team;
- Practice the art of inclusion;
- Know themselves and their leadership style;
- Behave in accordance with what's right;
- Achieve internal strategic unity without conformity;
- Grasp and manage the paradox of leadership and participation;
- Foster healthy debate by focusing on task-conflict rather than relationship-conflict;
- Recognize the leadership of other associates throughout the organization;
- When faced with conflict, look to succeed rather than to win;
- Take ownership of their own tasks and empower their team to do the same; and
- Look out for the best interests of the entire Leadership Team.

Responsibilities

1. Client Care & Customer Service (20%)
   - Uphold the highest level of Customer Service by being flexible, attentive, **reliable** and **responsive** with all stakeholders;
   - 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 issues, inquiries, and client requests; and,
   - Regularly meet with stakeholders to build relationships, develop strategies, and ensure their needs are met.

2. Team Support and Mentoring (40%)
   - Chair and participate in team meetings;

[1] Greenleaf, Robert K. *The Servant as Leader*, 1970. From The Center for Servant Leadership website, https://www.greenleaf.org/what-is-servant-leadership/ accessed January 2013.

- Oversee and manage team workload and distribution of responsibilities;
- Encourage and assign learning activities to promote professional development;
- Manage team performance (eg. productivity, processes, evaluations, etc.);
- With a coaching mindset, provide direction, guidance, and second opinion;
- Hold team members accountable to the achievement of their goals, fulfillment of their commitments, and meeting deadlines aligning with CHN Performance Management best practice (ie. regularly scheduled check-ins and performance reviews/conversations);
- Monitor, manage, and bring closure to escalated issues or crisis situations relevant to the position or department; and,
- Liaise with external service providers.

3. Coordination and Administrative Work (30%)
   - Document all relevant aspects of decisions, communications, and interactions in a timely way;
   - Maintain data integrity in all of our organization databases;
   - Support and participate in the continual improvement of CHN programs and best practices;
   - Collaborate with People & Culture in recruitment processes and best practice;
   - Review and approve team members' timecards and expenses according to our procedures, policies, and best practices;
   - Review and approve time away from work requests ensuring adequate department coverage;
   - Coordinate program workflow and timelines relevant to the position or department;
   - Prepare relevant reports; analyze and track team metrics;
   - Establish priorities, allocate resources, and work sequentially, while being flexible with unexpected events;
   - Manage team projects with flexibility and ease making adjustments to plans as required; and,
   - For RM Program Leads, provide on-call support to stakeholders as part of the back-up leadership team.

4. Other Responsibilities (10%)
   - Attend CHN training seminars, workshops, conferences, and Annual General Meetings (AGMs);
   - National travel from time to time;
   - Contribute to ongoing refinement and improvement of the Operations team;
   - Strategize abstract solutions, accommodate risks, and navigate through uncertainty; and,
   - Other duties as assigned.

<u>Knowledge, Skills & Abilities</u>

- Innate ability to work independently in an autonomous, flexible, and virtual office environment.
- Uncompromised ability to prioritize time and meet deadlines.
- Exceptional Customer Service skills.
- Positive interpersonal and conflict resolution skills.
- Ability to work in a team and develop relationships with colleagues and their local community.
- Excellent Word, Excel, Email, and Database skills.
- Ability to take initiative and use discretion in determining priorities.
- Strong verbal and written English communication. French is an asset for positions assigned to Quebec and parts of Ontario.
- Strong problem solving and organizational skills, including a precise attention to detail.
- Three or more years of Customer Service experience.
- Five or more years working with international students.
- One or more years of Leadership experience.

- Post-Secondary Education (College Diploma or Bachelors Degree) in International Studies, Social Sciences, or another related program.

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,
- A digital camera, or other device capable of taking digital photographs.

Criminal Background Check and VSS

- Program Leads must provide a valid Criminal Record Check and Vulnerable Sector Check with no record of past offences.

Working Conditions

- Home Office
- Schools and host homes
- Open availability and flexible working hours including weekdays, weeknights and weekends

Documents:

- Performance Expectations – All Colleagues
- Performance Expectations – Leadership

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