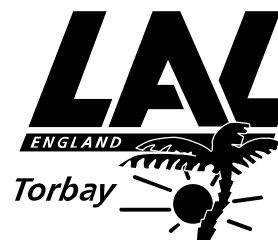


LAL TORBAY

JOB DESCRIPTION



JOB TITLE: WELFARE & ACCOMMODATION ASSISTANT

Purpose: To be responsible and oversee the well-being of all students both on and off site and to provide support for the Accommodation Department

Line Manager: Operation Manager

Location: LAL Torbay
Conway Road
Paignton
TQ4 5LH

Responsibilities & Tasks:

- The role of Accommodation & Welfare Support Assistant is one of high responsibility, directly concerned with the well-being of overseas adult & junior students. This requires the post-holder to take overall responsibility for the preparation, installation, operation and outcomes of the students' welfare both on and off site.
- To deal with all individual welfare needs of every student in the school.
- To be on call for any Welfare problems as required
- To meet and greet students and allocate students to host families on arrival as required.
- Advise of any problems relating to their students using the schools communicative and operational systems
- Liaise with host families to find appropriate solutions to students' problems
- Liaise with external individuals and organisations (such as the bus company, airport representatives, hotels, agents, residences, host families, social services, emergency services, etc) over all issues related to the welfare of students
- Liaise with International Group Leaders with regard to the welfare of students in their charge
- Arrange any student moves after consulting with the Welfare Manager.
- Maintain Accident, Incident Book and Log books a appropriate regarding any problems or illnesses to students
- Arrange doctor/dentist/hospital/police appointments as required and accompany students as required.
- Actively promote the welfare of clients, including agents, students, international group leaders at all times.
- Ensure proper discipline is maintained throughout the duration of the season.
- Visit Host families and residences as required and provide up-to-date feedback on specific details of the accommodation and personnel
- Support the work of the Accommodation Department.
- Deputise for the Accommodation Manager as necessary
- Support host family accommodation provision for all students
- Support allocation of students to host families within agreed timeframes
- Support recruitment and management of new host families

- Help provide host families with information about new regulations and legislation.
- Assist in the registration of host families
- Support liaison with the Host Family Association
- Support relevant background checks on host families being made and recorded.
- Support liaison with external individuals and organisations over all issues related to the accommodation of students in host families
- Support the management of visits to host families
- Support the recruitment and selection of any part-time staff supporting the accommodation function
- Support the training and management of any staff supporting the accommodation function
- Support the provision of adequate administrative and record keeping function for the Accommodation Department
- Liaise with, support, and obtain support from other departments as necessary
- Support the provision of emergency use families for use by the Welfare Department
- Support the management of Accommodation Department budgets.

	Essential	Desirable
Qualifications		University Degree in any discipline
Experience	Office or administrative work Dealing with welfare issues	Welfare support work Social work
Aptitudes	Computer literate: Microsoft Office Suite	Languages
Physical requirements	Able to meet requirements of job	
Disposition	Caring Thorough Willing and responsive Approachable Good telephone manner Good customer services manner	Analytical
Circumstances	Flexible hours required. Long hours on certain days – Sunday working Driving licence	

Prepared by: Karin Kilpatrick
February 2008