



JOB DESCRIPTION

Position: Support and Supervision Manager

Reports to: Support and Supervision Director

Supervises: None

Role:

Provide support to high school exchange students who are struggling with serious disciplinary issues or mental health issues or who are having significant difficulty adapting to American culture or host family life. Manage disciplinary and other supervision cases, gathering information, preparing recommendations, and documenting decisions. Draft incident reports, student file notes, probation and disqualification letters, and other reports. Review monthly student reports and follow up on any issues noted.

Responsibilities:

1. Provide support to the exchange program team on student supervision cases that involve serious disciplinary issues, mental health issues, medical issues, allegations of abuse, or ongoing adaptation issues that have not resolved after initial interventions from the student's local coordinator and regional director.
2. Manage disciplinary and other supervision cases to resolution; gather relevant information from all parties involved, coordinating efforts with other team members; prepare recommendations consistent with program policies and regulatory requirements; coordinate disciplinary committee meetings; document decisions accurately and ensure student case files and other records are properly maintained and organized.
3. Draft incident reports, student file notes, probation and disqualification letters, and other reports as needed; ensure that communication with all external audiences demonstrates organization's responsible management of participant support.
4. With guidance from Support and Supervision Director, communicate with overseas partner organizations on student supervision matters.

5. Provide 24-hour emergency on-call support to participants, sharing on-call duty with other team members.
6. Provide support to students, host families, and local coordinators on student medical and insurance related issues, helping students to locate participating providers and navigate the insurance claims process in complex medical cases.
7. Assist with student orientation workshops and provide field staff with training on student support and supervision-related issues.
8. Review monthly student report submissions and follow up on any issues noted.
9. Ensure compliance with Department of State regulations, CSIET standards, and PAX policies and procedures.
10. Other duties as assigned.

Qualifications:

1. Undergraduate degree and 3-5 years previous work experience required.
2. Organized and detail-oriented with superior analytical and problem solving skills.
3. Strong verbal and written communication skills.
4. Demonstrated ability to work productively under pressure and the ability to be flexible, adapt to changing situations, and take direction well.
5. Flexibility and willingness to adjust work schedule to meet the demands of an unpredictable caseload, including the need to work on emergency cases that may arise after hours.
6. Experience working with high school students preferred.
7. Experience in international exchange, education, or related field preferred.
8. Experience studying or living abroad or working with diverse cultures preferred.
9. Familiarity with US Department of State regulations and CSIET standards governing high school exchange programs a plus.
10. Computer literacy including proficiency in use of MS Office applications and experience using database systems.