



# Latin American Community Center

## Position Description

<b>Position Title:</b> Immigration Specialist	<b>Salary:</b> \$30,000-\$40,000
<b>Dept.:</b> Family Support Services	<b>Classification:</b> Exempt
<b>Supervisor:</b> Family Support Services Director	<b>Status:</b> Full-time

\_\_\_\_\_  
Incumbent Printed Name                      Date

\_\_\_\_\_  
Supervisor Printed Name                      Date

\_\_\_\_\_  
Incumbent Signature                      Date

\_\_\_\_\_  
Supervisor Signature                      Date

### SUMMARY OF POSITION:

The Immigration Specialist will work in the Family Immigration Services Program at the LACC. This position requires experience providing legal and non-legal services to the immigrant community. The specialist will educate clients and evaluate their eligibility, risks, and issues for immigration and citizenship benefits. S/he will assist clients to prepare necessary government applications and documentation and referring clients to community services as needed.

### EDUCATION & EXPERIENCE

- Degree from a 2 or 4 year institution and/or the equivalent experience. Equivalent experience may include 2-3 years of experience working in a legal environment.
- Bachelor's Degree in Law/LLM degree.
- Paralegal degree or studies (preferred).
- Past experience working as a DOJ accredited representative (preferred).

### MINIMUM QUALIFICATIONS

- Professional written and oral communication skills in English and Spanish
- Have the necessary training and experience to seek accreditation from the department of Justice. within 30 days of hire. (If training is provided by the LACC, we require a two years working commitment)
- Valid driver's license and insurable driving.
- Understanding and ability to interpret immigration laws and regulations.
- Advanced knowledge in client advising and customer service.
- Experience working with immigrant communities.
- Knowledge of general office operations and strong office organizational skills.
- Knowledge of software programs including word processing, database management, and spreadsheet applications.
- Ability to work under pressure and exercise flexibility as needed.
- Ability to maintain confidentiality in all matters related to the program.
- Adept at public speaking and giving instructions in large groups.
- Ability to identify problems and develop creative solutions both independently and in cooperation with others.

Sensitive to the needs of low-income and culturally diverse client population.  
Willing to work flexible hours as required by program.

## **RESPONSIBILITIES:**

### **Case Management**

1. Provides accurate information regarding the application of immigration laws, federal and state regulations, internal and external forms, and fees in an effort to assist clients in obtaining a new or different immigration status.
2. Assesses clients' immigration needs and determines eligibility for available immigration remedies and other services.
3. Informs clients about their eligibility and risks for immigration benefits and refers cases to outside sources when case exceeds LACC'S legal capacity.
4. Handle all requests for family services.
5. Provides timely and accurate case management including updating of notes, file organization, filing, and timely action on cases, utilizing case management software.
6. Create reports for attorneys based on case specifications and attorney requests.
7. Maintains complete confidentiality of all personal client information.
8. Assist clients with gathering of documents necessary to analyze eligibility for services.
9. Produces letters, drafts, and other general materials to ensure clients' success in receiving immigration benefits.
10. Navigates immigration and nationality law and regulations, as well as secondary sources to research and analyze cases.
11. Supports workshop planning and group application processing efforts.
12. Prepares certified translations of legal documents into the appropriate language.
13. Reviews and submits completed applications to the appropriate federal agency.
14. Research support services and provide referrals to clients for their full integration into the community.
15. Participates in regular peer review meetings and legal trainings.

### **Outreach, Media, & Advocacy**

1. Prepares and distributes outreach and educational materials such as flyers, Q&A sheets, etc. to the community and partners.
2. Participates in strategy meetings to develop effective outreach, media, and advocacy plans.
3. Prepares for and presents educational immigration, citizenship, and other immigrant integration information in small and large group settings.
4. Recruits clients for program advocacy or other initiatives with allies.
5. Supports special events that impact the program and fundraising activities.

### **Operations & Reporting**

1. Translates documents into the appropriate language as necessary, including flyers, signs, internal forms, etc.
2. Regularly updates client's activities and services into internal database and collects and provides statistical information as assigned.
3. Regularly collects fees and issues receipts for client payments and donations.
4. Supervises and trains assigned volunteers on the principles of immigration and nationality law, case management, outreach, advocacy, and reporting; maintains an attitude of hospitality and welcome to all program volunteers.
5. Participates actively and productively in meetings.

6. Provide outstanding customer service.
7. Good at multitasking and have excellent time management skills.
8. Performs other work as required by the supervisor.