

Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

JOB ANNOUNCEMENT: Immigration Representative I, II, III

Position Summary

The Immigration Representative Level I, II & III (IRI, IRII and IRIII) provide technical immigration advice, case supervision and quality assurance for the Immigration program staff. Working in tandem with Immigration Assistant Director, IRI, IRII and IRIII provides services ranging from supporting the work of other Immigration Representatives to provide services for Family Based Petitions, U-Visa's, T-Visa's, Naturalization and assists with the identification and development of new services and policies/procedures. Work may be performed during evenings and weekends, as needed. This position is full-time, non-exempt with a pay range of \$18 to \$26 per hour, levels I, II & III.

Essential Functions

- Provide oversight and case supervision for Immigration Services staff, which may include direct client services with support, and assistance and follow through by preparing certain immigration forms and cases translating identification certificates from Spanish to English, and preparing packets for clients.
- Be thoroughly familiar with the policies and procedures guiding the work of this position in particular and the program or department overall. Perform job functions in line with these policies and procedures.
- Participate in training required by accreditation standards, plus performance and quality improvement efforts.

IR I

- Schedule and confirm appointments per program procedures in both the Family Justice Center and Catholic Charities of the Diocese of Santa Rosa locations.
- Maintain client information in program database and reports.
- Maintain physical client records, collect client fees, and write receipts per agency and program procedures.
- Guide and support 5-15 volunteers completing immigration forms.
- Assist in the planning and implementation of immigration services such as community workshops and group processing clinics.
- Assist in the planning and implementation of immigration services outreach and promotion within service area.

- Work with clients when/where needed. Travel throughout service area for workshops and/or outreach. Meet with clients during evenings, as needed.
- Ability to obtain DOJ Accreditation within two (2) years of employment.

IR II

- Interview clients to determine eligibility for either admission as immigrant or other benefits (i.e. (Family Based Petitions, U-Visa, T-Visa, VAWA, Naturalization and other immigration services), naturalization, self-petitioners, appeals/waivers, etc.). Advise clients regarding recommended strategies for the optimal resolution of their cases.
- Prepare client applications and petitions using computer software.
- Maintain applications, records, and all required documentation according to program procedures; submit in a timely fashion.
- Provide outreach, public presentations, assistance at workshops and events, training on immigration regulations, and quality assurance to clients and community-based organizations in the six-county service area, as needed.
- Advise supervisor on development, assessment, and updating of policies and procedures for program.
- Provide trainings and updates to the Accredited Immigration Representative II and Immigration Representative Assistant, when requested.
- Maintain his/her current DOJ partial Accreditation.

IR III

- Revise immigration petitions and applications to assure accuracy and appropriateness.
- Provide consultative and technical advice to staff on immigration regulations.
- Provide trainings and updates to the Accredited Immigration Representative II and Immigration Representative Assistant training on immigration regulations and procedures, as requested.
- Interview clients to determine eligibility for either admission as immigrant or other benefits (i.e. naturalization, self-petitioners, family based petitions, appeals/waivers, etc.). Advise clients regarding recommended strategies for the optimal resolution of their cases.
- Prepare client applications and petitions using computer software.
- Maintain applications, records, and all required documentation according to program procedures; submit in a timely fashion.
- Maintain and increase up-to-date knowledge of immigration law and policies through daily reading (e-mail list serves, publications) and participation in webinars, staff meetings, and periodic training.
- Provide outreach, public presentations, assistance at workshops and events, training on immigration regulations, and quality assurance to clients and community-based organizations in the six-county service area, as needed.
- Advise supervisor on development, assessment, and updating of policies and procedures for program.
- Maintain his/her current DOJ Full Accreditation.

Other Responsibilities

- Attend meetings, trainings and/or conferences, and report back at the request of program leadership.
- Perform other duties as required.
- May perform work evenings and weekends, as needed.

Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

Education, Experience, and Skills Required

IR I

- Bachelor's degree or Associate degree related to social areas and/or law preferred.
- Fully bilingual and bi-literate (English/Spanish), preferred.
- Three (3) to six (6) months experience working in immigration legal services preferred.
- Ability to work a flexible schedule: some evenings and weekends as needed.
- Minimum of one years' experience in a busy, complex office setting, preferably in a human service environment.
- Experience working in a complex office.

IR II

- Bachelor's Degree preferred, partially DOJ accredited and from two to seven years of experience in the immigration field.
- Demonstrated knowledge of immigration law and regulations, in the areas of family-based immigration and/or naturalization, and/or U-Visa, and/or T-Visa, and other requested.
- Strong writing skills.

IR III

- Bachelor's Degree preferred, fully DOJ accredited and at least seven years of experience in the immigration field.
- Demonstrated knowledge of immigration law and regulations, especially in the area of family-based immigration, and/or naturalization, and/or U-Visa, and/or T-Visa, and other requested.
- Strong writing skills.

All Levels

- Bilingual and biliterate (English/Spanish, or other languages as required by client population) preferred.
- Proficiency in Windows, database programs, Microsoft Office, and the specialized software use by the Immigration Program.
- Previous experience or involvement with immigrant community, preferred.
- Demonstrated ability to serve clients in a professional, welcoming, and efficient manner.
- Strong organizational ability; attention to detail and accuracy, and demonstrated ability to learn technical and legal information.
- Valid California driver's license and legally required insurance preferred.
- Cooperative, friendly, and helpful attitude with clients and co-workers. Ability to work closely with

other employees to ensure positive, constructive environment within the program or department, and throughout the agency.

- Ability to thrive in a flexible, complex, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- Passion and enthusiasm for the mission of CCDSR and its clients.
- Ability to work independently and in a team setting.

Physical Requirements

- Requires ability to sit up to 3-7 hours per day with intermittent occasional walking, standing, bending, squatting and climbing.
- Requires ability to keyboard at computer for up to 6 hours per day.
- Occasionally may be required to lift items up to 10 pounds to a height up to 6 feet and 11-25 pounds to a height of 3 feet.
- Occasionally may be required to carry items up to 25 pounds for distances up to 25 feet.

PERKS

10 Vacation days per year

13 Holidays per year

Very Affordable Health, Vision and Dental Insurance

Referral Bonus for employees

403b Plan with 5.5% contribution

Premium Pay for Overnight Shifts

Team Spirit and Supportive Work Environment

Great Organizational Mission

Equal Employment Opportunity – M/F/D/V

Visit www.srcharities.org for an application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.