



## JOB DESCRIPTION

**POSITION TITLE:** Immigration Counselor

**REPORTING RELATIONSHIP:** Director of Immigration Legal Services

**STATUS:** PT with benefits

### **ARRIVE MINISTRIES:**

Is a faith-based organization that in community with the local Church, envisions the most vulnerable people transformed economically, socially, and spiritually. We work primarily with refugees resettled in Minnesota.

### **PRIMARY PURPOSE OF THIS POSITION:**

To provide quality immigration legal services to the Twin Cities refugee and immigrant communities.

#### Direct Service Provider

- Explain to clients immigration benefit eligibility, current immigration laws, and filing processes in comprehensible formats.
- Complete in depth legal screenings, complete USCIS forms, and submit applications to USCIS for such services as green cards, citizenship and family reunification.
- Complete data entry in department tracking databases for all clients.
- Provide ongoing legal representation to clients with open cases. Potential tasks include but are not limited to the following: assist clients in responding to RFEs (Requests for Evidence), address changes, case processing requests, attend client interviews with USCIS.
- Grow knowledge of US Immigration laws and policies through regular immigration trainings and research.
- Work toward Department of Justice (DOJ)-accreditation if not already licensed.

#### Affidavit of Relationship (AOR) Refugee Sponsorship Programs:

- Assist clients with the completion and filing of AOR forms for family members
- Answer program inquiries and screen potential clients for program eligibility
- Communicate with headquarters office about case changes or problems
- Inform clients of AOR case notices, appointments, etc.
- Answer case inquiries and advocate as necessary

#### Refugee Social Services Contract Management

- Database entry and upkeep of files according to MN Department of Human Services standards.
- Ensure outcomes achieved meet goals as specified in RSS contracts.
- Monitor progress in achieving outcomes; if outcomes are less than 80% of contracted for a quarter, work collaboratively with Director of Immigration Legal Services to submit a corrective action plan following the end of a quarter to DHS.
- Assist Director of Immigration Legal Services with contract application process to DHS.

#### Department Administrative Support

- Maintain department administrative databases.
- Work collaboratively with Immigration Department staff and other colleagues.
- Attend to walk-in clients and answer phone inquiries.
- Other projects within the Immigration Department as needed.

**REQUIRED KNOWLEDGE AND SKILLS:**

- 4-year college degree or equivalent work experience.
- Agree with and adhere to the Arrive Ministries Statement of faith, values and code of conduct.
- Proven cross-cultural communication skills and experience.
- Able to speak, read, and write fluently in the English language.
- Excellent verbal and written communication skills.
- Proficiency using computer applications for writing, record keeping, and research.
- Strong attention to detail.
- Highly motivated, self-starter, quick-learner, efficient worker with proven ability to produce high-quality outcomes.
- Comfortable in a high-intensity environment and ability to prioritize and multi-task.
- Patience and compassion with people in crisis, and ability to handle limited-English speaking clients.
- Excellent time management and problem-solving abilities.
- Licensed and insured driver with ability to use own vehicle for work at off-site partnership locations.

**DESIRED KNOWLEDGE, SKILL, AND EXPERIENCE:**

- Previous experience with immigration legal services and/or previous accreditation with the DOJ (Department of Justice).
- Experience managing and developing people and programs.
- Multilingual capabilities.

Requirements are representative of minimum levels of knowledge, skills and / or abilities. To perform this job successfully, the employee will possess the abilities or aptitude to perform each duty proficiently.