



JOB DESCRIPTION

POSITION TITLE: Immigration Case Aide

REPORTING RELATIONSHIP: Director of Immigration Legal Services

STATUS: FT with benefits

ARRIVE MINISTRIES: Is a faith-based organization that 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 by providing administrative support as part of the Immigration Legal Services department.

DUTIES AND RESPONSIBILITIES:

Immigration Legal Services Duties

1. Answer phone inquiries and schedule appointments
2. Attend to walk-in clients
3. USCIS (United States Citizenship and Immigration Services) applications:
 - Perform initial intake appointment for certain case types
 - Prepare and send applications to USCIS
 - Complete additional required data entry and paperwork for clients
4. Responsible for ongoing administrative tasks
 - Update internal forms to respond to USCIS updates
 - Maintain referral lists
 - Send case closure letters
 - Follow up with prior clients for further services
 - Annual file archiving and file management
 - Maintain department case management and administrative databases
5. Work collaboratively with Immigration Department and other Arrive Ministries colleagues
6. Other projects within the Immigration Department as needed

Immigration Program Support (IMM, DHS, PC & AOR):

1. Answer program inquiries and assist providers with application process
2. Inform clients of case notices, appointments, etc.

ILS Intern Program

1. Seeks to recruit interns
 - Advertises for interns, if needed
 - Responds to inquiries
 - Conducts interview(s) with candidates
 - Works with Administrative Coordinator to facilitate HR process
 - Welcomes and trains new interns
 - Oversees interns during their ILS internship
2. Follows up after intern departure
 - Provides send-off for intern
 - Provides feedback/evaluation for college credit, if needed
 - Maintains intern data on server

REQUIRED KNOWLEDGE AND SKILLS:

- Agree to the Arrive Ministries Statement of faith, values and code of conduct.
- Able to speak, read, and write fluently in the English language.
- Strong attention to detail.
- Proficiency using computer applications for writing, record keeping, and case research (particularly Microsoft Word and Microsoft Excel).
- Excellent people skills across class, religion, age, culture, and gender.
- High motivation level, self-starter, quick-learner, efficient worker
- 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.
- Good time management and problem-solving abilities.
- Interest in immigration law and policy.
- Agree with and adhere to Transform Minnesota's State of Faith, Core Values and Code of Conduct.

DESIRED KNOWLEDGE, SKILL, AND EXPERIENCE:

- Cross-cultural experience.
- Familiarity with social services.
- Familiarity with immigration law and issues.
- 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.