



- I. Job Title: **Immigration Assistant**
- II. Job Relationships:
- Reports to Vice-President of Client Services.
 - Works as an integral part of the Immigration services, working with accredited Immigration Counselor.
 - Works closely with all members of Client Services Department.
- III. General Description of Job Duties:
- a) Essential Duties and Responsibilities:
- Schedules client appointments and maintains client schedule for immigration personnel.
 - Conducts intake and meets with clients as assigned.
 - Drafts applications, affidavits, letters and/or supporting documentation.
 - Prepares materials for submission to Department of Homeland Security, or other entities as appropriate.
 - Translate various legal documents, concisely, accurately, as an exact representation of original documents as needed for immigration processes.
 - Conducts educational presentations.
 - Remains current on immigration law, policies and procedures.
 - In accord with organizational policies and the ethical standards required of the legal profession, the Code of Professional Responsibility, preserves client confidentiality, accounts for client monies and avoids conflicts of interest.
 - Other duties as assigned.
- b) Qualifications
- To perform this job successfully, and individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- a. Bachelor's degree preferred.
 - b. Direct experience in social service counseling preferred.
 - c. Excellent human relation skills and ability to effectively work with persons from a broad range of social, economic and professional backgrounds are required.
 - d. Individual must possess proficient time management, attention to detail, highly organized and ability to prioritize.
 - e. Proven ability to take initiative and work independently.
 - f. Ability to work effectively in both individual and group settings
 - g. Knowledge of Windows Operating System, client management software, and Microsoft Office
 - h. Willingness to work some evenings, some Saturdays and maintain a flexible work

schedule.

- i. Excellent fluency in writing, reading and oral communication skills in English and Spanish.
- j. Ability to perform basic math.
- k. Demonstrated passion for Lacasa's mission and ability to relate graciously with co-workers, agency representatives, and clients.
- l. Required to have a current, valid Indiana Driver's License. May be required to drive own vehicle from time to time.
- m. Travel for professional development training within the United States may be required.

c) Personal Qualities:

- Collaborative -- A dynamic personality that is collaboratively minded, can recognize and identify strengths, seek consensus around mutual goals, and build meaningful relationships.
- Methodical -- Strong analytical, systems, and problem solving skills.
- Reliable -- Possess skills that reflect and value a team approach, demonstrated integrity, effectiveness, efficiency, and the ability to deliver high quality service. Highly capable of handling multiple tasks, projects and timelines. Excellent oral and written communications skills.
- Trusted -- Ability to work with residents, partners, and staff of diversified backgrounds with a positive, optimistic, solutions oriented attitude. Shares a deep respect for the community, its stakeholders and the residents that we serve.
- Driven -- Passion for the work and an interest in continuous learning and improvement.

d) Record Keeping:

- Maintains complete, thorough, accurate and current records in an organized fashion in accordance with legal standards, rules and ethics.

V. Other.

- a. Attend Lacasa's annual meeting and participate in staff meetings.
- b. Participate in Lacasa's annual Help-A-House event.
- c. Participate in other meetings and training events as requested by supervisor.
- d. Maintain a working competency of all client service functions of the immigration department and adjust to changing demands, working as a team with co-workers to meet client and program needs.

VI. Hours and Salary Range

- a. 40 hours per week.
- b. Salary will be established commensurate with the skills and experience of the employee within the salary/wage range step.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Lacasa, Inc. is an Equal Opportunity Employer

Updated 1/2/2019 by RAE.