

**JOB TITLE:** *Immigration Assistant*      **SUPERVISOR:** Immigration Services Supervisor

**JOB SUMMARY:** Under the supervision of the Immigration Services Supervisor, uses a specialized body of knowledge, skills and experience in providing case management to immigration clients. The Immigration Assistant is responsible for managing correspondence with clients, scheduling appointments, collecting data, and serving as link between Catholic Charities, client, and resettlement agency. The Immigration Assistant serves as a liaison between clients and Agency Immigration Program.

**EMPLOYMENT SPECIFICATIONS:**

**I. Skills/Qualifications:**

- A. Proficient with Microsoft Word, Outlook, and Zoom.
- B. Ability to utilize the agency computer system.
- C. Ability to utilize Legal Immigration Software.

**II. Job Requirements:**

- A. Ability to analyze problems and set client centered goals.
- B. Ability to establish and maintain effective relationships with clients, staff and other community agencies.
- C. Ability to evaluate and follow up on client progress.
- D. Ability to maintain client confidentiality.
- E. Commitment to the mission of Catholic Charities.
- F. Minimum travel required.

**III. Responsibilities:**

- A. Serves as liaison between clients and Catholic Charities Immigration Staff. Coordinates meeting schedule with client and Immigration staff. Familiar with Zoom or other online programs as needed.
- B. Familiar with relevant USCIS forms and collects required data.
- C. Maintains accurate, complete, and confidential case files.
- D. Manage correspondence with clients including explanation of USCIS notices.
- E. Assist with drafting/editing personal statements.
- F. Conducts follow-up on cases as needed.
- G. Collects fees, maintains financial records in the files and issues receipts.
- H. Keeps records sufficient for statistical reports required for funding sources, the Agency and /or USCIS.
- I. Takes photographs and translates documents.
- J. Establishes a resource and referral network with relevant service providers, as warranted.
- K. Other duties, as appropriate, and assigned by supervisor.