Position: Immigration Case Manager
FLSA: Non-Exempt
Program/Department: Immigration and Citizenship – Removal Defense
FTE: 40 hrs/week
Supervisor: Removal Defense Program Manager
Salary & Classification:
Location: Santa Cruz and Monterey Counties
$19-23 hourly

ABOUT CATHOLIC CHARITIES:
Catholic Charities of the Diocese of Monterey is a member agency of Catholic Charities USA, the largest network of social service provider in the U.S with 167 agencies nationwide and 12 in the State of California. Catholic Charities Diocese of Monterey serves the counties of Santa Cruz, Monterey, San Benito and San Luis Obispo. Catholic Charities promotes equal opportunity in all employment decisions regardless of race, national origin, sex, marital status, physical /mental disability, age or other bases protected by federal, state or local law.

Programs:
The local programs are: Family Support Services (Rental & Household Assistance, CalFresh and Medi-Cal enrollment, and Nutrition Education), Tattoo Removal Program, Immigration and Citizenship Program, and Wildfire Relief Program

Mission:
Our Mission is to provide service to people in need, to advocate for social justice, and to call other people of good will to do the same.

POSITION SUMMARY:
Under the supervision of the Removal Defense Program Manager, the Immigration Resource Specialist will assist clients in removal proceedings, affirmatively filing asylum, and other vulnerable non-citizens. The Immigration Resource Specialist will assist clients on their path to stability by assessing their needs, supporting them in setting and reaching individualized goals, and connecting them to other Catholic Charities Services, as well as local community and government programs.

FUNDAMENTAL RESPONSIBILITIES:
Promote the mission of Catholic Charities through a commitment to its core values of compassion, service, justice, respect, integrity, teamwork and excellence.

ESSENTIAL DUTIES & RESPONSIBILITIES:
• Effective verbal and written communication and positive interpersonal skills using a Trauma Informed framework
Communicate effectively by using welcoming words, professional tone of voice and appropriate body language
Listen skillfully and acknowledge client needs, expectations and values by using active listening.

- Provide case management services:
  - Conduct client assessment of needs
  - Support clients in setting individualized goals for stability
  - Follow up and support clients in achieving their goals
  - Coordinate services with other Catholic Charities services and local providers
- Conduct group presentations, workshops, and outreach events in the community
- Maintain updated client files in appropriate database programs
- Maintain and follow government regulations and strict confidentiality
- Provide monthly reports to Program Manager and Director as requested
- Attend staff meetings and trainings as needed
- The person holding this position is considered a Mandated Reporter under the California Child Abuse and Neglect Reporting Act and is legally required to report any suspicion of abuse or neglect to the relevant authorities
- Assist Program Manager with program needs and help in identifying potential process improvements
- Other duties as assigned by the Program Manager and Directing Attorney.

SKILLS, KNOWLEDGE, AND ABILITIES:
- B.A/B.S degree in a field closely related to family support or Health and Human Services
- 2-3 years minimum experience in human services/social work settings, including case management, outreach, and counseling
- Experience working with immigrant or refugee populations, survivors of abuse or human trafficking, or people experiencing trauma.
- Bilingual and Bi-literate in English and Spanish required.
- Knowledge of Trauma Informed Care
- Excellent computer literacy skills, especially in word, excel and client service databases
- Positive interpersonal skills, work well with people of diverse socio-economic and ethnic backgrounds.
- Work independently and as a collaborative team member
- Keep well-written case notes
- Demonstrated experience working with underserved groups
- Ability to work in a fast pace environment
- Must be comfortable with frequent interruption
- Flexibility and willingness to take on new tasks
- Flexible schedule, including occasional weekends and evenings
- Knowledge of appropriate community resources and school system
- Knowledge of the Principles of Catholic Social Teachings and the ability to link them to practical actions.
LICENSE, CERTIFICATIONS, REGISTRATIONS:

- Must provide a Valid California Driver’s License, transportation and current auto insurance.

OTHER REQUIREMENTS:

- Clearance of fingerprint background check is required.
- Ability to stand and be active for 2-3 hours at a time
- Occasionally lift or move up to 25+ lbs.
- Willing to attend agency outreach with 24 hours of notice

WORKING CONDITIONS:

- Comfortable office environment
- Some travel to other locations for meetings, trainings, etc.
- Under the Rehabilitation Act of 1973, Catholic Charities Diocese of Monterey must provide reasonable accommodations when an employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.

HOURS AND OTHER CONDITIONS:

This is a non-exempt, 40 hours/week position. Occasional weekends and evenings will be required. Salary is $19-23/hour. Catholic Charities offers a full-range of employee benefits.

This job description intends to outline the general nature and level of work being performed by the person assigned to this job. It is not intended to include all duties and responsibilities. Because of a need to remain responsive to the needs of our clients and our agency’s operations, responsibilities may be modified at any time.

APPLICATION PROCESS:

Please send resume and cover letter to hr@catholiccharitiesdom.org. Position will be open until filled.