



Position:	Immigration Case Specialist I	FLSA:	Non-Exempt
Program/ Department:	Immigration Legal Services	FTE:	40 hours
Supervisor:	Immigration Legal Services Coordinator	Salary & Classification: \$24-\$26/hour	
Office Location:	Santa Cruz, Monterey, and San Benito Counties		

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 is a non-profit, non-discriminatory service organization and employer. We promote 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: Financial Stability Services, Nutrition Education & Outreach, Tattoo Removal Program, and Immigration Legal Services.

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.

Service • Advocacy • Convening

Vision: Our vision is a thriving community where individuals, regardless of their background or circumstances have the opportunity to reach their potential and contribute to society.

Values: We will achieve this through our commitment to advocacy and by providing compassionate, inclusive and impactful services while building bridges of hope, mercy and justice to meet the needs of our community.

POSITION SUMMARY:

Under the supervision of the Associate Director and Legal Services Coordinator, the Immigration Case Specialist I assists individuals throughout the immigration process by providing guidance, conducting intake and screening, performing legal research, and preparing accurate documentation. This role also includes making appropriate referrals to community and government programs, conducting outreach events, and delivering group presentations across four counties. The position requires strict adherence to confidentiality regarding privileged and sensitive information.

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:

- Provide high quality and professional services by greeting clients, communicating effectively, using friendly tone of voice, appropriate body language, and use active listening skills.
- Conduct client screenings and intakes to assess eligibility for services.
- As assigned, prepares all relevant immigration documents and case process steps for all types of cases within the legal practice of the immigration department.
- Perform general office duties, such as answering phones, direct calls to appropriate parties and take detailed messages, in some occasions schedule appointments to other Immigration Case Specialist.
- Provide ongoing case assistance to staff attorneys, Specialist II and Specialist III.
- Maintain updated client records in e-immigration and in CCDOM's immigration database
- Establish and maintain positive staff and public relation image.
- Attend staff meetings, training, and agency functions as assigned or requested
- Operate a variety of office machines and equipment including computers and copy machines.
- Support the Immigration department in meeting program deliverables and goals.
- Prepare reports as requested.
- Make appropriate referrals to internal agency programs and services, Immigration lawyers, and other community and government agencies.
- Conduct group presentation and workshops.
- Be available to work at different office sites when needed
- Assist program management with program needs and help in identifying potential process improvements.
- Have a flexible schedule, with occasional work on the weekends and evenings.
- Maintain updated and accurate knowledge of immigration law

- Other duties as assigned by the Immigration Department management.

QUALIFICATIONS, EXPERIENCE, AND KNOWLEDGE:

- Bachelor's degree in Health & Human Services, Social Work, Psychology, or related field preferred.
- DOJ accreditation strongly preferred or 2-3 years minimum experience within an immigration services setting, including immigration case management, case process steps for immigration petitions, legal research, and immigration screening.
- Minimum of 2 years of experience in case management or immigration services.
- Proficiency in Windows environment and Microsoft Office Suite (Word, Excel, PowerPoint, Office 365).
- Excellent interpersonal and communication skills; ability to communicate professionally and compassionately in English and Spanish (bilingual/biliterate required).
- Strong attention to detail, organizational skills, and ability to multitask.
- Ability to maintain confidentiality and exercise sound judgment.
- Knowledge of local community resources and school systems.
- Ability to work independently and collaboratively in a team environment.
- Familiarity with e-immigration case management software preferred.
- Must be comfortable with frequent interruptions.
- Work independently and as a collaborative team member, motivated and energetic.
- Knowledge of the Principles of Catholic Social Teachings and the ability to apply them to practical actions

LICENCE, CERTIFICATIONS, REGISTRATIONS:

- Valid Driver's License in good standing and vehicle insurance. Must provide own reliable transportation.

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.
- 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.

WORKING CONDITIONS:

- Comfortable office environment
- Some travel to other locations for meetings, training, 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 \$24.00-26.00/hour. Catholic Charities offers a full-range of employee benefits.

This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant. 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.

To Apply: Please submit your cover letter and resume to Hr@catholiccharitiesdom.org

APPROVALS:

_____	_____
Direct Supervisor	Date
_____	_____
Incumbent	Date
_____	_____
Director of Programs	Date
_____	_____
Human Resources	Date