

CATHOLIC CHARITIES OF SOUTHEAST TEXAS
Job Description

Position: **Immigration Caseworker**

Salary Range: E-1

Job Classification: Salaried-Exempt / Full Time

General Description: Assisting clients by completing the necessary forms and meeting Department of Homeland Security (DHS), U.S. Citizenship and Immigration Service (USCIS) basic family-based immigration requirements, Citizenship and other forms of relief under the Immigration and Nationality Act (INA). Responsible for following guidelines set forth by the USCIS as well as all internal guidelines/procedures set forth by Catholic Charities of Southeast Texas.

Organizational Relationships:

Reports to: The Immigration Director

Also works with: Finance and Administration Support Services, Board of Directors and Committees, community leaders, funding sources, volunteers, and clients.

Essential Duties and Responsibilities:

- Maintaining and overseeing immigration cases including changes in client's status, such as change of address, and on-going communication with USCIS regarding client's case.
- Adhering to grant funding requirements and maintains record of all clients deemed eligible for services under specific grant funding.
- Completing translations of information and documents required for submittal to USCIS, as needed.
- Must stay abreast of all Immigration Law changes.
- Must contact USCIS, Department of State, National Visa Center and American Consulates abroad as needed.
- Completing reporting requirements as needed based on statistical information of clients served.
- Must attend immigration law trainings annually, in person or through e-learning webinars, to maintain DOJ Accreditation.
- Performing other duties as required by Supervisor, Program Director and /or President/CEO, such as preparing for, attending and/or supporting special events and projects. Examples include assisting with outreach activities, participating in staff retreats, United Way or other Funders' visits, agency fairs and speaking engagements, as deemed applicable.

Nonessential Duties and Responsibilities:

Performs other duties as assigned by the Immigration Director or President/CEO.

Supervisory Responsibilities:

This job has no direct supervisory responsibilities.

Minimum Education:

Must have a two- or four-year degree from an accredited academic institution or four years of relevant professional experience.

General Qualifications:

- Ability to become a Department of Justice (DOJ) Accredited Representative by working towards accreditation through attending trainings and supervised practice.
- Bi-lingual in Spanish/English.
- One to three years' experience demonstrating competency in administrative and/or social service programs.
- Demonstrates strong written and oral communication skills, including public speaking.
- Ability to identify priorities and coordinate a variety of functions and tasks.
- Demonstrated sensitivity to diverse cultures.
- Must have adequate/available and reliable transportation.
- Annually the employee must provide a copy of their valid Driver's license and proof of personal automobile insurance to the Administration Office.

Equipment Used:

Telephone, desktop computer, laptop, multifunctional printer/scanner, copier, and fax machine.

Working Conditions:

Work is carried out in a controlled, agreeable environment as generally represented by normal office conditions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Contacts:

Requires contact by telephone, in writing, and personal contact with clients, prospective clients, other service providers, volunteers, and government agencies.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel and talk or hear. The employee will be required to periodically stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

Mental and Aptitude Requirements:

Job requires ability to hear and talk; strong writing skills; analytical, conceptual, problem – solving and decision-making skills; and handling multiple tasks within the confines of deadlines.

Work Performance Measures:

- Must report to work as scheduled.
- Must dress appropriately.
- Must keep all work accurate and current.
- Must adhere to agency employee handbook of personnel policies.
- Must maintain high level of knowledge of the program, its requirements, functions, and status, etc.
- Must adhere to the agency handbook of accounting policies and procedures.
- Must be responsible for protecting the confidentiality of information that may be of a personal or sensitive nature pertaining to employees, clients and/or overall Catholic Charities agency.
- Must have flexibility in scheduling, availability for evening and weekend commitments.