

Center for New Americans Job Description

Position Title: Immigration Services Coordinator
Department: Health & Integration Services
Reports To: Immigration Services Manager
Date Created: June 2021 (Revised 2024)
Salary: \$44,000-\$48,000 per year



Agency Mission

“InterFaith Works affirms the dignity of each person and every faith tradition, builds racial and religious equity, and creates bridges of understanding among us.”

Agency Vision Statement

“InterFaith Works builds bridges of understanding to affirm the dignity of all people in Central New York. Working with the different faith communities and the diversity of the region’s people, we address deeply embedded social divisions. Informed and influenced by the values and ethics of the faith traditions, we work with the community to find common ground on its issues. Using the tools of interfaith and cross-cultural dialogue, we create life-changing experiences that lead to actions for the creation of a more equitable and loving community.”

Overview to the Program Area

InterFaith Works’ Center for New Americans (CNA) started in 1992, resettling newly arriving refugees from areas of the world where war, conflict, and political repression have forced mass relocation of people across the border of their homeland. Refugees are annually certified by the United Nations, and accepted by the US government, then settled in nearly 200 cities across the county, Syracuse being one. The Center for New Americans provides support for the first 90-days which begins with meeting refugees at the airport, delivering them to a pre-secured, furnished, and affordable apartment, providing immediate pocket money, food, and basic safety information. The program then prepares a comprehensive resettlement plan which includes preparation for and securing employment, completion of extended cultural orientation, assistance with school and ESL enrollment, and connection to medical services. Additional programs that extend from three to five years beyond initial resettlement include specialized case management, mental health services, employment assistance, immigration services, crisis intervention, basic needs support, and guided referral.

Broad Function

The Immigration Services Coordinator provides support to various aspects of the Immigration Services program including family reunification, adjustment of status, citizenship and naturalization, document renewal, and other types of immigration-related matters. The Immigration Services Coordinator supports team members through the coordination of weekly citizenship education classes, client recruitment, eligibility assessments, intakes, data tracking and management, reporting, transportation and language coordination, documentation procurement, and other necessary administrative functions. The Immigration Services Coordinator also supports refugee and immigrant clients navigating various petitions including assistance completing applications, obtaining supporting documentation, conducting follow-ups, placing referrals to immigration lawyers when necessary, and providing coaching and guidance around petition processes.

Qualifications

- Bachelor’s degree and at least 2 years’ experience working in immigration law and/or related field
- Background and familiarity with immigration law and processes
- DOJ Accredited or willingness to pursue Accreditation including coursework and application upon hire
- Administrative legal experience including filing, letter-drafting, data entry, management of legal forms, etc.
- Demonstrated experience working and communicating in a culturally and linguistically diverse environment
- Ability to work with interpreters comfortably and effectively. Proficiency in multiple languages, preferred
- Ability to work independently as well as with a team
- Strong organizational skills including attention to detail and the ability to manage competing deadlines, multiple projects, cases, and areas of work simultaneously

- Excellent communication and computer skills including proficiency in Microsoft Suite (word, excel, powerpoint, etc.)
- Flexibility to attend immigration services events and classes on nights and weekends, as needed
- Candidate must have valid NYS driver's license and reliable transportation

- **Working conditions and physical demands required:**

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to travel regularly throughout the service delivery area (home visits, agency visits, service provider visits etc.) at least 50% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather conditions.
- Remain in a stationary position at a workstation and use a computer approximately 70% of the time.
- Ability to frequently sit for long periods attending meetings/trainings.

Major Responsibilities

Administrative Support

- Oversee and manage client inquiries for current or new services including placing follow-up phone calls, triaging, fielding questions, and managing a client waiting list
- Schedule appointments and coordinate logistics for interpretation and transportation
- Coordinate and conduct immigration screenings and intakes with prospective clients seeking immigration legal services
- Gather supporting documentation and prepare legal forms for submission
- Organize and facilitate legal consultations, case preparation, and research related to filings with USCIS to include:
 - Adjustment of Status
 - Employment Authorization
 - TPS
 - Citizenship & Naturalization
 - Travel Documents
- Track case progression, conduct follow-up, organize files, and enter client information into relevant databases
- Assist with public outreach about program services including attending local events, tabling, and developing and disseminating promotional materials
- Organize a monthly 'Immigration Legal Clinic' in conjunction with the Volunteer Lawyers Project, develop a list of eligible and interested clients, and maintain relationships with the key staff and immigration lawyers involved
- Share all department responsibilities, stay updated on relevant policy changes, and manage deadlines to ensure timely completion of tasks and assignments

Case Management

- Upon DOJ Accreditation, provide direct representation to clients
- Maintain a regular caseload of family reunification (especially through USRAP), adjustment of status, and naturalization cases
- Create individual service plans for refugee and immigrant clients
- Maintain comprehensive client files, records, and other documentation in accordance with confidentiality policies and procedures
- Facilitate the translation of documents and forms
- Coordinate and utilize professional interpretation services to effectively communicate with clients
- Accompany clients to immigration interviews, as needed
- Attend naturalization ceremonies, as appropriate
- Facilitate and place referrals to various internal and external resources

Path to Citizenship Program Support

- Assist clients with completion and submission of N-400 applications and interview preparation

- Develop a systematic outreach plan to recruit participants for citizenship preparation classes with the Citizenship Education Coordinator
- Develop and distribute flyers for upcoming classes to aide in recruitment efforts and building program awareness
- Coordinate guest speakers that align with US Civics or citizenship application topics
- Educate other IFW staff about the program and services
- Support class logistics including identifying and scheduling transportation, childcare, and space reservations
- Track clients progress after class participation including citizenship application submission, interview information, and completion of naturalization process
- Develop a formalized process for referring participants to in-house naturalization services

Reporting & Evaluation

- Maintain detailed case notes and confidential records for all clients
- Prepare and electronically submit regular program reports to keep supervisors, funding sources, and IFW board of directors informed of progress and outcomes
- Prepare narratives of participants and their individual progress for use in publicizing the program and its successes
- Ensure that photographs and video of the program are secured, and that consent forms are signed by all program participants

Community Relations and Outreach

- Work and consult with other DOJ accredited representatives and immigration attorneys in the Central New York Community, as needed
- Develop and maintain relationships with service providers including the SCSD Refugee Assistance Program, Catholic Charities, RISE, the Onondaga County Health Department, contracted health care providers, and other relevant stakeholders
- Assist in advocating for and raising the visibility of the refugees in the Syracuse community

Agency Support Functions

- Attend in-house trainings and informational conferences, as requested
- Collaborate with other IFW staff, interns, and volunteers in order to improve client service
- Participate in staff meetings, case planning meetings, and all staff activities
- Serve on internal committees to promote general agency concerns and contribute to a positive office climate
- Participate in all-agency activities such as the ILAD, UWER, World Refugee Day, etc.

Other duties as assigned.

To Apply: Please send cover letter and resume to Melissa Morral at mmorral@ifwcny.org.