

THE RESURRECTION PROJECT

Job Description



Position Title	Immigration Intake Specialist
Supervisory Relationship	Senior DOJ Accredited Representative for the Immigration Legal Services Department
Work Location	1805 South Ashland, Chicago, IL 60608
Organization General Description	After 27 years and an initial seed capital of \$30,000 from area parishes, The Resurrection Project (TRP) has grown to become a powerful and effective social enterprise that seamlessly blends community development, community organizing, and advocacy with human service delivery to create vibrant, healthier, and involved communities. Our efforts have resulted in leveraging over \$469 million in community investment.
Department Description	The goal of the Immigration Legal Services Program is as follows: to assist currently eligible immigrants with their applications before USCIS; to provide direct legal services while engaging more people in Community Organizing and Financial Wellness programming; and to provide resources for the community to prepare for Comprehensive Immigration Reform or to prepare for Immigration enforcement measures.
Job Duties and Responsibilities	<ul style="list-style-type: none">• Manage TRP’s Immigration Legal Services Program intake process and assist applicants in a professional and compassionate manner and maintain confidential information.• Operate a multi-line hotline with immigration inquiries and assist with a high volume of public and professional inquiries by triaging individual cases and providing general information on community resources and immigration relief options.• Oversee the day-to-day operations of the office space and reception area; work with other staff to announce and direct guests to intended destinations within the building.• Identify cross-over services for other TRP programs and services particularly with Financial Wellness and the Promotoras program.• Provide legal assistant support for the immigration department: perform data entry; prepare and disseminate mail; and fax, file, scan, and copy documents for case files.• Actively participate in public education workshops regarding important immigration issues facing the community.• Actively engage in understanding current immigration law and TRP’s office procedures relating to immigration case work.• Maintain required job skills and core professional competencies.• Attend and participate in required educational programs and staff meetings.• Perform other duties as assigned.
Essential Knowledge and Skills	<ul style="list-style-type: none">• One to two years’ experience as a receptionist with or in a non-profit community-based organization or a law firm preferred. Preferably experience with immigration law.• Strong customer service skills required.• Bilingual in English and Spanish required.• Desire to learn about immigration law and policy.• Ability to: work well under pressure, multi-task, and meet established timelines and goals.• Ability to deal effectively and professionally in stressful situation and with a high volume of public and professional inquiries while exhibiting sound judgment and using discretion.• Demonstrated ability to build relationships and work effectively with people of diverse social, faith, economic and racial/ethnic backgrounds.• Excellent verbal, analytical, writing, and organization skills.• Prior experience with immigration intake or understanding of immigration legal services preferred.

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- Proficient knowledge of MS Office and Internet required.

Special Working Conditions and Demands

1. Willingness to work flexible hours; evenings and weekends required
2. Access to a car, valid driver's license and insurance, and ability to travel within the metropolitan area and sometimes out of state

Position

Full-Time, Exempt

Classification

Preparation Date

12/20/17

Statement of Equal Opportunity

The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation (including gender identity), military status, disability, language (any language use not related to job duties), or any other status protected by applicable federal, state, or local law.

Application Instructions

Please send resume and cover letter by email or mail. No phone calls please.

Contact

Email: trpjobs@resurrectionproject.org

Information

Mail: Human Resources, 1818 South Paulina, Chicago, IL 60608