



**California  
Human Development**

Creating opportunities for people to rise above barriers in their pursuit of better lives.

<p><b>PROGRAM/DEPARTMENT</b> Citizenship – Immigration Services</p> <p><b>LOCATION: Santa Rosa, CA</b></p>	<p>CHD is committed to implementation of an Affirmative Action Policy and the Americans with Disabilities Act in its recruitment selection and placement of all personnel.</p> <p>CHD is an Equal Opportunity Employer.</p>
<p><b>JOB DESCRIPTION TITLE:</b> Citizenship/Immigration Assistant</p>	<p><b>POSITION STATUS:</b> Regular Part-time      <b>FLSA STATUS:</b> Non-Exempt</p>
<p><b>SALARY:</b> Grade 5</p>	<p><b>PROGRAM HOURS:</b> Varies – 15 hours per week</p>

**PROGRAM DESCRIPTION:**

California Human Development (CHD) is a non-profit organization that has provided services in California for more than 30 years. The corporation’s mission is “to create paths and opportunities for those seeking self-sufficiency, independence and dignity through education, training, housing, and other services.”

**SUMMARY:** The primary purpose of this position is to help the program manager serve our citizenship and immigration clients.

**ESSENTIAL RESPONSIBILITIES AND DUTIES:** under the supervision of the Immigration/Citizenship program manager, the Citizenship Assistant is responsible for carrying out the following duties:

- A. Take phone messages and schedule appointments for program manager.
- B. Fill out citizenship applications and immigration forms when appropriate.
- C. Complete intakes and collect documents to process immigration and citizenship applications.
- D. Assemble client packets to mail to the United States Citizenship and Immigration Services.
- E. Perform outreach activities to help to attract new clients.
- F. Translate documents and client declarations from Spanish to English.
- G. Assist the manager with all reporting requirements.
- H. Maintain files on all programs clients and students served.
- I. Other duties as assigned.

**OTHER RESPONSIBILITIES:**

- A. Must be willing to occasionally travel via personal vehicle to events site(s).

**KNOWLEDGE, SKILLS AND ABILITIES:**

**LANGUAGE SKILLS:**

- A. Must be able to read, and interpret general contracts in English.
- B. Must be able to effectively communicate in English verbally and/or in writing.
- C. We expect that a significant number of clients to be served will be monolingual or limited English speaking. Bilingual in Spanish is required.
- D. Understand and follow oral and written instructions; effectively communicate orally, both in person and on the phone.

**MATHEMATICAL SKILLS:**

- A. Must be able to add, subtract, multiply, and divide in all units of measure.
- B. Ability to take accurate measurements is required

**REASONING ABILITY:**

- A. Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- B. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- C. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- D. Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- E. Ability to solve problems and resolve conflicts effectively.
- F. Possess a dedicated interest in serving disadvantaged people. Possess a caring attitude towards fellow employees and clients served.
- G. Ability and desire to inspire motivate and lead individuals.
- H. Ability to maintain own psychological well-being.
- I. Ability to recognize and manage personal bias.

**SUPERVISORY RESPONSIBILITIES:**

NONE

**QUALIFICATIONS:**

**EDUCATION:**

- A. High School Diploma or GED

**EXPERIENCE:**

- A. At least six months of education and experience working with the community preferred.
- B. Any combination equivalent to experience and education that could likely provide the required knowledge and abilities.
- C. Must have experience enrolling bilingual participants.

**WORKING CONDITIONS:**

A) **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.

This position requires:

Frequently: Sitting, Walking, Seeing, Hearing, Speaking, Carrying,  
Standing, Lift up to 30 lbs  
Occasionally: Stooping, Lift up to 40 lbs, Squatting, Kneeling,  
Bending, Pushing/Pulling  
Seldom: Climbing, Twisting

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**B) WORK ENVIRONMENT:**

- A. This is a fast paced environment and the noise level is usually moderate.
- B. May have exposure to hazards materials

**CERTIFICATES, LICENSES AND REGISTRATIONS:**

- Valid California Driver's license.
- Proof of insurance on personal automobile.
- Recent, satisfactory DMV printout of driving record.

**ACCEPTANCE AND CERTIFICATION:**

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions of my job as outlined above.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date