



# CALIFORNIA HUMAN DEVELOPMENT

## CREATING OPPORTUNITIES TO END POVERTY

### California Human Development Job Description

**EMPLOYEE NAME:**  
**JOB TITLE:** Case Manager  
**DEPARTMENT/DIVISION:** Immigration & Citizenship  
**REPORTS TO:** Immigration & Citizenship Program Director  
**FLSA STATUS:** Non-Exempt  
**LOCATION:** Santa Rosa  
**REVISED DATE:** 04/18/2022

**Summary Description:** Responsible for delivery of citizenship services to clients in their local community. Among other things, the Case Manager performs outreach activities to eligible population groups, explains our services, recruits' clients, markets the organization's immigration services and provides many of the services directly to the client. Case Manager must have accreditation through the Office of Legal Access Programs (OLAP) or be willing to work toward accreditation within 6 months of hire.

#### **DUTIES AND RESPONSIBILITIES:**

Under the supervision of the Senior Case Manager, the Case Manager will provide excellent customer service, including completion and assistance with:

- Simple Consultations
- DACA Renewal
- Initial DACA Applications
- N-400 Simple
- N-600
- I-130
- I-90 Green Card Renewal
- FOIA
- N-565
- Assist with Consular Processing
- E & O
- DS-260
- I-765

- I-912
- I-942
- Consults with clients to assess eligibility for a variety of immigration and citizenship pathways and help clients determine the best pathway for a successful outcome.
- Organizes community workshops to complete citizenship and DACA applications in a group setting.
- Maintains client case files.
- Translates documents and client declarations from Spanish to English.
- Conduct outreach and marketing activities for the program.
- Perform administrative and record-keeping duties as required.
- Perform follow-up customer service and network marketing.
- Make community presentations & distribute educational information re: DACA Public Charge, Citizenship and any new USCIS program services or USCIS policy changes.
- Handle all sensitive and confidential information with discretion.
- Ability to establish good rapport with the immigrant community we serve.
- Must be willing to occasionally work some weekends for Education & Outreach events.
- Perform other related duties as assigned.

### **Supervisory Responsibilities**

None

### **Required Skills and Abilities**

- Ability to read a limited number of two- and three-syllable words
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume
- Ability to apply concepts of basic algebra and geometry
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables
- Ability to utilize computers, Microsoft Word 10, Excel, and Immigration application program.
- Ability to acquire DOJ Accreditation
- Bilingual English/Spanish required

### **Education and/or Experience**

- Associate degree (A.A.) or equivalent from two-year college or technical school
- One to two-years related experience and/or training, or equivalent combination of education and experience.
- Bachelor's Degree (B.A.) preferred

### **Certificates, Licenses, Registrations**

California Driver's License and proof of automobile insurance

### **Physical Requirements**

Regularly: Manual dexterity; Reaching, sit

Frequently: Stand, walk; climb or balance, stoop, kneel, crouch, or crawl

Occasionally: Lift up to 25 pounds

Vision: No special vision requirements

**Work Environment**

Moderate noise (examples: business office with computers and printers, light traffic)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, and management. Employment at CHD is **at-will**. This means employment is for an indefinite period and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_