



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: Senior Case Manager

FLSA STATUS: Non-Exempt

LOCATION: Lodi

REVISED DATE: 03/16/2023

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 prior or current accreditation through the Office of Legal Access Programs (OLAP).

DUTIES AND RESPONSIBILITIES:

Under the supervision of the Program Director, 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 helps 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 Urdu/Punjabi/Pashto to English and vice versa.
- Conducts outreach and marketing activities for the program.
- Performs administrative and record-keeping duties as required.
- Performs follow-up customer service and network marketing.
- Makes community presentations & distributes educational information re: DACA Public Charge, Citizenship and any new USCIS program services or USCIS policy changes.
- Handles 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.
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

EDUCATION, EXPERIENCE, SKILLS/ABILITIES:

Required:

- High school diploma or GED required.
- Associate degree (A.A.) or equivalent from two-year college or technical school in related field, highly desirable.
- Minimum one year of related experience.
- Equivalent combination of education and experience.
- Ability to travel to various locations including Mahal Plaza in Yuba City to provide Immigration & Citizenship services to clients in the area.
- Advanced verbal/written skills in Urdu, Punjabi, and Pashto.
- Ability to acquire DOJ Accreditation.
- Ability to read and comprehend instructions, correspondence, and memos.
- Ability to write effective professional communications, messages, and documents.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to apply necessary mathematics and solve mathematical problems as required by the position.
- Ability to apply common sense understanding to carry out instructions furnished in written and oral form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Must display proficiency in MS Word/Excel/Office and PowerPoint.
- Must possess a valid California drivers' license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle.

Preferred:

- Experience dealing with community agencies, non-profit and for-profit agencies and members of the business community.
- OLAP accreditation from the U.S. Department of justice.

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: _____