



## California Human Development Job Description

**EMPLOYEE NAME:**

**JOB TITLE:** (Bilingual) Department of Justice (DOJ) Accredited Representative

**DEPARTMENT/DIVISION:** Immigration & Citizenship

**REPORTS TO:** Senior DOJ Accredited Representative

**FLSA STATUS:** Non-Exempt

**LOCATION:** Various

**REVISED DATE:** September 1, 2023

**SUMMARY DESCRIPTION:** The Department of Justice (DOJ) Accredited Representative for the Immigration & Citizenship program is responsible for delivery of immigration & citizenship services to clients in their local community. Among other tasks, the DOJ Accredited Representative performs outreach activities to eligible population groups, explains services, recruits clients, markets the organization's immigration & citizenship services and provides services directly to clients. The DOJ Accredited Representative must have current accreditation through the Office of Legal Access Programs (OLAP).

**DUTIES AND RESPONSIBILITIES:**

Under the supervision of the Senior Accredited Representative and Program Director, the DOJ Accredited Representative will provide excellent customer service, determine eligibility, assess risk, provide full representation, brief service, and/or legal advice to low-income clients filing applications, including:

- Responsible for individual caseload, with a primary focus on Affirmative remedies. Must have experience with U-visa, family petitions, adjustment of status, naturalizations, grounds of inadmissibility, among other forms of benefits and/or relief.
- Prepares immigration forms and supporting evidence, to be submitted to United States Citizenship and Immigration Services (USCIS) and National Visa Center (NVC) and assembles application packages for filing.
- 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 Deferred Action for Childhood Arrivals (DACA) applications in a group setting.
- Complies with California Human Development's (CHD) policies, procedures, protocols, and best practices for non-profit immigration practice, including legal ramifications, fee collection, confidentiality, maintenance of client files and data for reporting requirements.

- Participates in regular peer review meetings and legal training.
- Signs contracts with clients, works with administrative staff to ensure fees are collected and applications are filed promptly.
- Maintains client case files.
- Translates documents and client declarations.
- Conducts outreach and marketing activities for the program.
- Performs administrative and record-keeping duties as required.
- Makes community presentations and distributes educational information regarding DACA, Public Charge updates, 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 being served.
- Requires occasional work on weekends for Education and Outreach events.
- Performs other related duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

None

### **EDUCATION, EXPERIENCE, SKILLS/ABILITIES:**

- Bilingual advanced verbal/written skills English/Spanish or in Urdu, Punjabi, and Pashto/ English (verbal and written) required.
- High school diploma or General Education Degree (GED) required.
- Associate degree (A.A.) or equivalent from two-year college or technical school in related field, highly desirable.
- Minimum of two years of related experience required.
- Excellent communication and interpersonal skills, with the ability to interact confidently and professionally with colleagues, clients, and external stakeholders.
- Detail-oriented with exceptional organizational and time management skills.
- Ability to handle multiple tasks simultaneously in a fast-paced environment.
- Ability to travel to various locations.
- Ability to maintain DOJ Accreditation.
- Ability to read and comprehend instructions, correspondence, and regulations.
- 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 accurately understand and execute instructions provided in both written and verbal form and ask for clarification when necessary.
- Ability to problem solve when dealing with multiple variables in standardized situations.
- Must display proficiency in MS Word/Excel/Office and PowerPoint.

**Certificates, Licenses, Registrations**

- Must possess a valid California drivers’ license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle.
- OLAP Accreditation from the U.S. Department of Justice.

**Physical Requirements**

Regularly: Manual dexterity; Lift up to ten (10) pounds; Sit

Frequently: Lift up to twenty-five (25) pounds

Occasionally: Stand; Walk; Reaching; Lift up to fifty (50) 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 positive and professional manner in order to develop and maintain strong relationships with customers, clients, colleagues, management and stakeholders. Employment at CHD is **at-will**. This means employment is for an indefinite period of time and it is subject to termination by the employee or by CHD, with or without cause, and with or without notice.*

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

Date: \_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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

Date: \_\_\_\_\_