



California
Human Development

California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: Senior Department of Justice (DOJ) Accredited Representative

DEPARTMENT/DIVISION: Immigration & Citizenship

REPORTS TO: Program Director, Immigration & Citizenship

FLSA STATUS: Non-Exempt

LOCATION: Various

REVISED DATE: September 1, 2023

Summary Description: The Senior Department of Justice (DOJ) Accredited Representative for the Immigration & Citizenship program is responsible for the delivery of immigration & citizenship services to clients in their local community. Among other tasks, the Senior DOJ Accredited Representative/Office Manager 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 Senior DOJ Accredited Representative /Office 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 Senior DOJ Accredited Representative/Office Manager provides excellent customer service, determines 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 Deferred Action for Childhood Arrivals (DACA), 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.
- Creates and maintains proper documentation and participant cases and their files for services provided.
- Actively communicates with Program Director at the Santa Rosa Administration office to keep them informed of any program activities in the assigned office.
- Reports on services provided at the office as required to the funding sources and on a weekly basis to the Program Director.
- Coordinates with other community groups, agencies, and stakeholders such as community leaders and local political leaders to ensure program success.

- Makes community presentations and distributes educational information regarding DACA, Public Charge updates, other immigration remedies, citizenship, and any new USCIS program services or USCIS policy changes.
- Conducts outreach and marketing activities to support the program.
- Performs administrative and record-keeping duties as required.
- Maintains appropriate client confidentiality with respect to services.
- Handles all sensitive and confidential information with discretion.
- Seeks continuous improvement for the program by reviewing results and outcomes, client and community needs, financial viability of program, customer satisfaction and program impact.
- Looks for funding opportunities to support the program.
- Assures that required and accurate demographic information is entered into ECM (Salesforce software), as well as payments for Fee for Service clients.
- As required, reviews case files for Citizenship and Department of Justice (DOJ) Representative Trainees without OLAP accreditation.
- Establishes and maintains a good rapport with the immigrant community being served.
- Requires occasional work on weekends for Education and Outreach events.
- Perform other related duties as assigned.

Supervisory Responsibilities

Is responsible for the overall direction, coordination, and evaluation of the accredited representatives at the location. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION, EXPERIENCE, SKILLS/ABILITIES:

- Bilingual English/Spanish (verbal and written) preferred.
- Associate degree (A.A.) or equivalent from two-year college or technical school in related field, required.
- Bachelor's degree in related field, highly desirable.
- Requires three (3) years of experience working in immigration and citizenship management, preferably with a non-profit.
- Strong understanding of compliance and risk management principles related to immigration and citizenship matters.
- 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.
- Proficiency in using immigration management software and databases.
- Ability to travel to various locations.
- 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.
- 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 on work related business.
- 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: _____