



TACOMA
COMMUNITYHOUSE
EDUCATION EMPLOYMENT IMMIGRATION ADVOCACY
SINCE 1910

POSITION TITLE:	Bilingual Immigration Specialist (Spanish/English)	REPORTS TO:	Immigration Services Manager
EMPLOYMENT TYPE:	Full-Time Non-Exempt	SALARY RANGE:	\$18.00 - \$20.00/hr
SCHEDULE:	Typically 8a-5p, M-F	PRIORITY	4/26/2021
		CONSIDERATION:	

JOB SUMMARY:

Tacoma Community House is a nationally respected, community-based service center for immigrants, refugees, and members of the South Sound community seeking enrichment and pathways to self-sufficiency. Since 1910, we have helped countless individuals gain the skills they need to transition out of poverty, navigate a new culture, and find personal and professional success.

Our Immigration team provides high quality, low-cost immigration assistance as accredited Dept. of Justice, Office of Legal Access Program specialists. In 2020 we supported 1,211 individuals and submitted 462 applications for various immigration benefits, including naturalization and citizenship, DACA, Legal Permanent Residency, work authorization, and more. We also provide citizenship classes to approximately 170 students each year.

The Immigration Specialist leads our efforts in helping community members become United States citizens. This position conducts outreach for our citizenship services, manages citizenship class enrollments, and maintains client files. Once accredited through the Department of Justice (accreditation provided by the agency), the Immigration Specialist provides consultation and direct service in completion of immigration forms.

Individuals with personal, shared, or lived experience as an immigrant or refugee are strongly encouraged to apply.

NOTE: This position requires in-person contact with staff and clients while observing social distancing and other safety protocols.

KEY RESPONSIBILITIES:

- Lead in developing and implementing outreach programs to promote services
- Lead in preparing, scheduling, and conducting new client orientations
- Provide consultation, intake, and assessment of clients' immigration needs
- Lead the planning and implementation of program activities, such as testing and intake
- Prepare and maintain accurate files, class attendance, and data required for reporting
- Meet contracted requirements for service delivery
- Case manage clients according to contract and funder guidelines and standards
- Provide scheduling support to all case managers within the department
- Continuing education through trainings, webinars, and conferences
- Other duties as assigned

REQUIREMENTS

Personal –

- Bilingual in Spanish and English with proven ability to communicate both verbally and in written form in both languages
- Demonstrated ability to establish rapport with diverse groups of people
- Deep respect and compassion for underserved communities
- Detail-oriented with high level of accuracy
- Dedication to maintaining confidentiality and the ability to determine how it must be applied
- Desire to innovate and implement ideas resourcefully, as an individual contributor and within the team
- Willingness to admit mistakes and learn new things

Experience & Skills –

- Ability to obtain Department of Justice accreditation
- Excellent written and oral communication skills
- Ability to work independently in a collaborative team environment
- Ability to organize and prioritize multiple projects and meet deadlines
- Highly proficient computer skills, including presentations, data entry, and word processing
- Ability to work collaboratively with community partners, including employers, clients, government agencies, and other service providers

Other –

- Reliable transportation and a valid driver's license with proof of insurance
- Willingness to submit a background check and openly discuss

PREFERRED QUALIFICATIONS

- Experience working with people from diverse cultural, educational, and economic backgrounds
- Experience in case management, providing consultations, intake, and assessments
- Experience assisting immigrants and refugees with immigration-related matters
- Knowledge of and/or formal training the following areas: Equity, inclusion, and anti-racist practices; Cultural competency in issues faced by immigrants, refugees, youth and young adults, victims of crime, and LGBTQ individuals
- Experience implementing program guidelines and establishing and maintaining effective working relationships with clients
- Knowledge of Pierce County resources for low-income populations
- Knowledge and understanding of Pierce County's immigrant and refugee population
- Postsecondary degree in related field OR equivalent combination of related experience and/or education
- Knowledge of databases, including Salesforce

PHYSICAL REQUIREMENTS & WORK CONDITIONS

While performing the duties of this job, the employee is *regularly* required to:

- Remain in a stationary position for extended periods of time
- Operate a computer and other office equipment, such as copy machine or calculator
- Traverse around the building from one room to another
- Access files and/or supplies in cabinets and/or drawers close to the ground
- Communicate with coworkers and with clients whose primary language may not be English
- Review electronic and physical data for accuracy

While performing the duties of this job, the employee may *occasionally* be required to:

- Transport up to 20 pounds at a time
- Access files and/or supplies in tall cabinets
- Use metal fasteners in file folders
- Present and/or instruct in front of up to 50 people in a classroom or virtually

This position works indoors, primarily in an office environment with a low level of noise but occasionally in a classroom or lobby setting with higher noise levels. There may be opportunities for this position to work remotely on occasion and/or to work a flexible schedule, with supervisor approval and dependent on the needs of the department.

APPLICATION PROCESS

Please e-mail a Cover Letter that specifically addresses how your background makes you the best fit for this position, your Resume, and five (5) References to Jobs@TacomaCommunityHouse.org.

WHY WORK AT TACOMA COMMUNITY HOUSE?

Your paycheck is only part of your total compensation package. Employees also have access to a benefits package worth about 25% of your salary.

Compensation – \$18.00 - \$20.00/hr depending on qualifications.

Insurance – We offer a comprehensive health care benefits package including medical, dental, and basic life insurance.

Retirement – Tacoma Community House employees may participate in a 403b plan which includes generous support from the Agency after 1 year of service.

Paid Leave – Leave benefits include 24 days of paid time off in the first year and 11 paid holidays.

We Are a Welcoming Workplace

Inclusion and empowerment are an integral part of who we are – our history, our culture, our identity. These values lead us in our operations as we strive to build and nurture a workforce that reflects the communities we serve and connects to each other in our dedication to equity and social justice.

Tacoma Community House is an Equal Opportunity Employer

In our relationships with staff, our participants, and our community, Tacoma Community House does not discriminate on the basis of race, color, sex, religion, creed, age, national origin, marital or military status, sexual orientation, gender identity, the presence or perception of any sensory, mental, or physical disability, genetic information, or any other status or characteristic protected by local, state or federal law. Applicants in need of accommodations are encouraged to call (253) 383-3951.