

TACOMA  
COMMUNITYHOUSE  
IMMIGRATION • HOUSING • EDUCATION • EMPLOYMENT • ADVOCACY  
TCH • REACH CENTER



<b>POSITION TITLE:</b>	Immigration Services Navigator (Ukrainian)	<b>REPORTS TO:</b>	Immigration Services Manager
<b>EMPLOYMENT TYPE:</b>	Regular, Non-Exempt	<b>SALARY RANGE:</b>	\$40,200-\$42,400 annually
<b>SCHEDULE:</b>	Typically M-F, 8a – 5p	<b>PRIORITY CONSIDERATION BY:</b>	1/1/2023

**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 Services Navigator specializes in providing immigration support services for new arrivals from Ukraine. This position helps to reduce barriers and expand access to immigration-related services and information by conducting group presentations and workshops, and by providing direct case management for eligible clients

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

**NOTE: This position requires working onsite and includes in-person contact with staff and clients while observing social distancing and other COVID-19 safety protocols.**

**APPLICATION PROCESS**

Please e-mail a resume and brief cover letter that *specifically addresses how your background makes you the best fit* for this position to [Jobs@TacomaCommunityHouse.org](mailto:Jobs@TacomaCommunityHouse.org). References will be requested

**KEY RESPONSIBILITIES:**

- Provide client support in immigration services, including assessment, consultation, intake, information, referrals, and/or other solutions depending on client needs.
- Prepare, schedule, and conduct workshops, trainings, and/or orientations for groups of adults on immigration-specific items relevant to Ukrainian new arrivals.
- Cultivate good working relationships with attendees to ensure further participation in follow-up services.

- Provide effective case management for clients seeking to complete legal immigration forms, following program guidelines and meeting contracted outcomes for service delivery.
- Maintain client related data, including case notes and attendance, in physical and electronic filing systems. Ensure entries and reports are accurate and timely.
- Assist in outreach efforts in the local Ukrainian community to establish and maintain relationships with clients, partners, and other community resources.
- Other duties as assigned.

## **REQUIREMENTS**

### Personal –

- Passion for the mission and vision of Tacoma Community House
- Demonstrated ability to establish rapport with diverse groups of people across the community from different social, cultural, economic, and educational backgrounds
- Deep respect and compassion for underserved communities
- Commitment to inclusivity and equity, as a goal and an approach
- 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
- High degree of emotional maturity and cultural competence, particularly as it relates to working with LGBTQIA+ populations, people of color, and at-risk youth and young adults
- A clear understanding of, and the ability to demonstrate, professional ethics, boundaries and judgment
- Willingness to admit mistakes and learn new things

### Experience & Skills –

- Multilingual in at least English and Ukrainian, with proven ability to communicate fluently both verbally and in written form in both languages
- Ability to quickly develop a full understanding of immigration statuses that are available to and eligibility requirements for new arrivals from Ukraine.
- Ability to comfortably present clear and relevant information to groups of people with the goal of facilitating learning
- Ability to work independently in a collaborative team environment
- Ability to adapt to changing needs, priorities, and timelines
- Ability to respond quickly to critical situations and make sound decisions
- Ability to work well under pressure, to rapidly assess problems, to develop solutions, and to deploy limited resources effectively
- Highly proficient computer skills, including presentations and data entry
- Comprehensive proficiency in Microsoft Suites

### 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 in a culturally diverse environment with people from a variety of cultural, educational, and economic backgrounds
- Knowledge of Pierce County resources for low-income populations
- Knowledge and understanding of Pierce County's immigrant and refugee population

- 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

### **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
- Present and/or instruct in front of up to 50 people in a classroom or virtually
- 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

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. Individuals in this position may be expected to navigate difficult and uncomfortable situations while working with participants who have suffered trauma.

### **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.

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.