

BILINGUAL SPANISH SUPER NAVIGATOR

Job Description

HANA Center (HANA) is a Chicago-area non-profit organization working to meet the critical needs of Korean, Asian American, and multiethnic immigrant communities and build power toward systemic change. HANA Center has offices in Chicago and Prospect Heights, Illinois.

HANA's Citizenship, Immigration, Housing & Legal Services (CIHLS) program supports 8,000 community members each year to build legal and financial capacity through completion of citizenship and DACA applications, participation in civic classes, pro bono legal consultation, counseling for housing and financial literacy, and Know Your Rights training.

HANA's Super Navigator supports its immigration and legal services teams. The Super Navigator oversees a team of Community Navigators (CNs) and supports the CNs to conduct outreach, Know Your Rights training, and referrals to connect community members to needed services.

Major Responsibilities:

- Recruits and trains CNs to identify immigrants who need immigration legal services or other supportive social services
- Conducts monthly status check meetings with CNs and supports their community outreach efforts
- Coordinates referrals for community members for free legal services, maintaining and cultivating collaboration with partner organizations
- Facilitates prompt, accurate communication between CNs and the CN coordinator regarding all aspects of the cases CNs referred to HANA Center
- Assists intake and coordinates needed documents for community members applying for immigration relief or citizenship programs
- Assists CNs' accompaniment by following up on referrals, appointment scheduling, document preparation, accompanying to a legal appointment, follow up after a legal meeting, collecting court documents, filing a police report, and other services critical to family stability
- Conducts outreach by facilitating regular public presentations, coordinating related traditional and online marketing communications
- Participates in trainings to stay up to date on changes in program related regulations or policies, and program evaluation activities
- Attends relevant meetings from team meetings to organizing team meetings

- Maintains accurate program documentation, and provides timely information as requested for grant reporting and communications
- Other duties as assigned

Key Qualifications:

- Demonstrated commitment to social, racial, and economic justice
- Demonstrated ability to build relationships and work effectively with people of diverse social, faith, economic, and racial / ethnic backgrounds
- Experience supporting low-income, recently immigrated community members
- Excellent interpersonal, written, and oral communication skills
- Ability to work independently and collaboratively as a member of a team
- Ability to work well under pressure, multi-task, and meet established timelines and goals
- Excellent organization and analytical skills
- Excellent written and oral communication skills
- High school diploma or equivalent life experience preferred
- Bilingual in Spanish and English languages required
- Willingness to have a flexible schedule, including occasional evenings and weekends as needed
- Valid driver's license, access to a car, and ability to travel between HANA Center Chicago locations and Northwest Center in Prospect Heights
- Covid vaccination and boosters (when eligible) required

Reports To: Immigration & Outreach Coordinator

HANA Center is an Equal Opportunity Employer.

Women, people of color, and LGBTQ+ individuals are encouraged to apply.