

# THE RESURRECTION PROJECT

## Job Description

<b>Position Title</b>	Legal Clinic Coordinator
<b>Supervisory Relationship</b>	Legal Clinic Manager
<b>Work Location</b>	1805 South Ashland, Chicago, IL 60608
<b>Organization General Description</b>	The Resurrection Project (TRP) is a 501(c)(3) community-based organization. Founded by a coalition of Pilsen churches in 1990, The Resurrection Project's mission is to build relationships and challenge people to act on their faith and values to create healthy communities through organizing, education and community development. The organization primarily serves low and moderate-income families in Pilsen, Little Village, Back of the Yards, and Melrose Park.
<b>Department Description</b>	The goal of TRP's Immigrant Justice Department is to provide opportunities for authentic local immigrant leadership, to offer holistic community-based immigration legal services, and to work in coalitions to expand access to legal representation. The goal of the Immigrant Justice Legal Clinic is to assist currently eligible immigrants with their applications before USCIS; to provide direct legal services while engaging more clients in the broader organization.
<b>Job Duties and Responsibilities</b>	<p>Direct client duties:</p> <ul style="list-style-type: none"><li>• Welcome new and current clients for the Immigrant Justice Legal Clinic.</li><li>• Conduct phone / in-person inquiries where necessary to determine eligibility for services and identify basic case facts.</li><li>• Liaison with organization centralized intake who will transition to conducting phone inquiries where necessary to determine eligibility for services and identify basic case facts.</li><li>• Respond to general calls/walk-in and email inquiries in a timely and professional manner. Make referrals in these situations to appropriate services when not available internally from the agency.</li><li>• Assist individuals with completion of intake forms, register clients for consultations, and direct inquiries to appropriate staff or sources based on client need.</li><li>• Manage Immigration Intake Line and transfer calls when required.</li></ul> <p>Administrative Duties:</p> <ul style="list-style-type: none"><li>• Provide support to Immigration Clinic Manager with various tasks as needed.</li><li>• Ensure that all office equipment is in good repair, adequately stocked and kept neatly in its appropriate place.</li><li>• Perform administrative duties including answering phones, taking and delivering messages, processing incoming and outgoing mail, sending template correspondence to clients, making copies, filing records, mailing immigration applications (when needed), and distribute correspondence.</li><li>• Under close supervision, lead our online appointment system.</li><li>• Make office supply orders</li><li>• Processing client payments and donations alongside Clinic Manager.</li><li>• Any other work in connection with the Immigration Department that may be allotted by the Clinic Manager and Managing Attorney.</li></ul> <p>Case management duties:</p> <ul style="list-style-type: none"><li>• Refer to case management software to provide up to date information for current clients.</li><li>• Input case notes when clients drop off/pick up documents or request updates and effectively report case notes to case management system.</li><li>• Enter documents into internal case management system as needed.</li><li>• Provide guidance to individuals on next steps, resources, and referrals if case is referred out.</li></ul>

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- Pull reports from case management system as requested by Clinic Manager.
- Other duties as assigned

### Essential Knowledge and Skills

- Bilingual in English and Spanish required.
- Must be experienced in Microsoft Office.
- Desire to learn about immigration law and policy.
- Possess excellent public speaking skills in order to effectively and professionally facilitate client needs and staff meetings.
- Ability to work effectively and professionally in stressful situations and with a high volume of public and professional inquiries while exhibiting sound judgment and using discretion.
- Demonstrated ability to build relationships and work effectively with people of diverse social, faith, economic and racial/ethnic backgrounds.
- Strong customer service skills required.
- Excellent verbal, analytical, writing, and organization skills.
- Ability to: work well under pressure, multi-task, and meet established timelines and goals.
- Experience with case management software or CRM software is a plus.
- Prior experience with immigration intake or understanding of immigration legal services preferred.
- Experience with Lawlogix is a plus.

### Special Working Conditions and Demands

1. This position is Tuesday through Saturday
2. Willingness to work flexible hours; evenings and weekends required
3. Access to a car, valid driver's license and insurance, and ability to travel within the metropolitan area and sometimes out of state

### Position Classification

Full-Time, Exempt

### Salary range

\$40,000-\$50,000 DOE

### Preparation Date

3/7/2023

### Statement of Equal Opportunity

The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation (including gender identity), military status, disability, language (any language use not related to job duties), or any other status protected by applicable federal, state, or local law.

### Application Instructions

Please send resume and cover letter by email. No phone calls please.

### Contact

Email: [trpjobs@resurrectionproject.org](mailto:trpjobs@resurrectionproject.org)

### Information

Mail: Human Resources, 1805 S. Paulina, Chicago, IL 60608