



BILINGUAL OUTREACH AND INTAKE ASSISTANT

Position Overview: **FLAP** is seeking to hire a full time Bilingual Outreach and Intake Assistant (BOIA) based in Lake County, Illinois to join the organization dedicated team. In this role, you will play a pivotal part in achieving our organization's mission and goals by efficiently managing intake processes for clients, both English and Spanish-speaking, ensuring seamless communication and assistance. Additionally, you will provide essential community outreach and education support, deliver presentations and materials and contribute to **FLAP** commitment to serving the diverse communities across Illinois.

Compensation: **FLAP** comprehensive benefits package includes a 401k plan, 100% coverage of health insurance premiums and 99% coverage for dental and vision insurance, with a minimal 1% employee contribution for dental and vision coverage. Employees also enjoy 13 paid holidays, which increase with seniority, along with 12 paid sick days and 12 paid vacation days that also grow with their tenure. **FLAP** provides a diverse array of support options tailored to different circumstances. These include unpaid military leave, compensation for the wage difference during jury duty and witness subpoenas, paid funeral leave for immediate family members, near relatives, and close friends, the availability of up to 2 personal days annually after completing one year of service, and other leave options, extendable up to 30 calendar days, subject to approval by the bilingual executive director. **FLAP** provides mileage reimbursement for job-related travel at the IRS rate and reimburse meal expenses for travel. To support remote work needs, **FLAP** offer up to \$50 per month in reimbursement for expenses like internet use. Additionally, **FLAP** provides professional liability insurance, general liability insurance, and coverage for Social Security, unemployment, and workers' compensation. The starting annual salary is **\$40,000** and can go up to **\$50,000** depending on skills and relevant experience. As for student loans, eligible employees can enroll in Income-Based Repayment (IBR) programs for federal loans, which are income-based and may offer loan forgiveness in as little as 10 years <http://askheatherjarvis.com/>. **FLAP** understands that the necessary equipment for this role is crucial, and we will provide all the tools needed to excel in the position.

Employment Status: Full-Time, Exempt

Reports to: Bilingual Community Outreach and Education Coordinator

Work Schedule: Negotiable. Monday to Friday, Tuesday to Saturday, Wednesday to Sunday, Thursday to Monday, Friday to Tuesday, Saturday to Wednesday, or Sunday to Thursday, 9:00 a.m. to 5:00 p.m., 10:00 a.m. to 6:00 p.m., 11:00 a.m. to 7:00 p.m., or 12:00 p.m. to 8:00 p.m.

Location: Currently, all **FLAP** staff are working remotely, as well as traveling in their assigned areas engaging in community outreach and education, attending community meetings and events. During the interview process, **FLAP** will provide further expectations for the BOIA once the organization transitions to return to **FLAP**'s offices.

Physical Demands: The BOIA will operate normal office equipment, driving in Lake County and surrounding areas in Illinois to do community outreach and education, use a computer and phone for extended periods of time. Manual dexterity is required.

Transportation: This position requires geographic mobility in an assigned area in DeKalb County and surrounding areas in Illinois. Therefore, because the BOIA is regularly required to canvass the community and visit community businesses and organizations, the BOIA must have access to a reliable vehicle for travel, legally mandated automobile liability insurance, and a valid driver's license.

Background: **FLAP** is a 501(c)(3) non-profit organization, *at an exciting point in its growth*, committed to improve working conditions and opportunities for low-income workers and their households in the cannery, farming, greenhouse, landscaping, meat, nursery, packinghouse, poultry, restaurants, and snow plowing industries. The organization carries out its mission through advocacy, community outreach and education, litigation, community legal education, information and referrals, partnering with other organizations to fight human labor trafficking, preventing family separations by helping immigrants secure dual citizenship for their children and facilitating access to cash transfers to very low-income populations. **FLAP** provides these services free of charge and without regard to immigration status. **FLAP** does not receive funding from the Federal Legal Services Corporation.

For additional information please visit: <https://www.flapillinois.org/>

To sign up for **FLAP**'s Newsletter: <http://eepurl.com/gJwhRn>

To see **FLAP**'s work in action and receive daily organizational updates, connect with FLAP on social media:

Bilingual Facebook page: <https://www.facebook.com/farmworkerlandscaper.advocacyproject>

Facebook in Spanish, for workers: <https://www.facebook.com/landscaper.flap/>

For more information on the direct impact of FLAP's Executive Director's work, please visit: [facebook.com/alexandra.sossa.3994](https://www.facebook.com/alexandra.sossa.3994)

Twitter: <https://twitter.com/FLAPillinois>

Instagram: <https://www.instagram.com/flapillinois/>

YouTube: <https://www.youtube.com/channel/UCJAzURFw-j8tXJAY6PbEnBg>

LinkedIn: <https://www.linkedin.com/company/farmworker-and-landscaper-advocacy-project>

Thriller: <https://triller.co/@flapillinois>

Responsibilities: 1) Present information on FLAP services and deliver community outreach and education presentations virtually and at meetings, consulates, agencies, churches, etc., during days, a few evenings and possibly a very few weekends, 2) when there is a specific legal problem, conduct intakes, 3) maintain a caseload of cases, 4) perform office work that includes organizing outreach activities, creating community education materials, participating in local task forces, assisting attorneys in case development, communicating with clients, and performing other clerical and administrative assistance, 5) make referrals and coordinate effectively with FLAP partners, 6) maintain regular contact with Spanish-speaking clients, 7) provide oral and written Spanish/English translation and interpretations as needed, 8) support litigation by assisting attorneys with all facets of case representation, 9) develop working relationships with other agencies and organizations, 10) assist as necessary with office duties such as data entering, answering the phone, typing, photocopying, etc., and with whatever additional tasks as needed to accomplish the organization's mission.

Qualifications: 1) applicant must be Bilingual in English and Spanish 2) detail-oriented, with strong problem-solving, decision-making, organizational, multitask and time management skills, extremely responsible, self-initiating, and focused, self-motivated, enthusiastic, and flexible, 3) have the ability to work with people of diverse economic, educational and social backgrounds, while demonstrating a commitment to social justice and immigrant rights, 4) have computer skills, 5) ability to keep momentum, carefully document facts, maintain confidentiality of the information provided, work independently and with staff to meet deadlines, 6) a successful track record in setting priorities; keen analytic, organization, and problem-solving skills which support and enable sound decision-making, 7) have the ability to work with tight timelines, operate with a sense of urgency, perform under pressure to meet deadlines and answer e-mails, 8) demonstrable computer skills with the internet, e-mail, Microsoft Office, Windows, Microsoft Word, Excel, Outlook, and other programs, and 9) must live in Lake County, Illinois.

Application: To be considered for the position, please send the following, via e-mail, to info@flapillinois.org in attention to Alexandra Sossa, **FLAP** Bilingual Executive Director. Write: "BOIA" in the subject line of the e-mail:

(1) resume;

(2) writing samples (one in Spanish and one in English);

(3) two references and;

(4) cover letter indicating: (a) date when you can begin work, (b) salary expectation, (c) explaining if you are planning to have a second job, (d) at least three dates with a time frame you will be available for a no more than 15 minutes phone call for initial screening and/or one hour virtual and/or in person interview at **FLAP** offices,

FLAP will not accept incomplete applications. Position will remain open until filled, but **FLAP** seeks to fill this position ASAP. It is okay to e-mail for clarification questions at info@flapillinois.org

***FLAP** is an Equal Opportunity Employer and has an affirmative policy to maintain the work place free of sexual harassment and intimidation!*