



## JOB DESCRIPTION

**POSITION:** Immigration Case Worker  
**Reports to:** Immigration Program Manager

**Employment Status:** Full Time  
**FLSA Classification:** Exempt

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**JOB SUMMARY:** The Immigration Case Worker interviews and screens newly arrived individuals, and families for immigration relief including Asylum applicants, Temporary Protected Status (TPS), victims of crimes (U), Violence Against Women Act (VAWA), victims of human trafficking (T) and Special Immigrant Juvenile Status (SIJS); and ensures that their cases are successfully completed and filed with the corresponding government offices so that the benefit sought is achieved.

### **DUTIES AND RESPONSIBILITIES:**

#### **CASE MANAGEMENT**

- Screens and evaluates cases for eligibility following immigration law and regulations.
- Advise applicants on the documentation required to support their applications.
- Translate applicant civil and other related documents.
- Accurately complete applications and/or petitions and prepare them for submission with the designated government office.
- Maintain ongoing communication with clients about address changes and the progress of their case.
- Review incoming notices from USCIS or other immigration offices.
- Communicate with CIS, and U.S. embassies and consulates as needed.
- Provide interpretation assistance to clients in relation to this program.
- Provide referrals to other HACES programs for additional needs identified.
- Sort and review client files to ensure that they are kept active and organized.
- Maintain information in the database(s) as instructed.
- Prepare and submit reports as instructed.
- Ensure compliance with the organization's policies and procedures.

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### Skills

- Ability to work with immigrants and build trust.
- Ability to take initiative and work with a team.
- Share program information with others in a timely manner.
- Maintain ongoing communication with each team member and supervisor.
- Stay up to date about changes in legislation and ensure that the team is also up to date.

### QUALIFICATIONS:

- Bilingual proficiency in Spanish and English is required
- Commitment to immigrant rights and social, economic, and racial justice
- Bachelor's Degree in Human, Legal Services or related field, plus experience in similar position or an Associate's degree in paralegal studies, plus three years' significant experience.
- Immigration Paralegal Training and DOJ Accreditation a plus, and the commitment to pursue and maintain DOJ Accreditation.
- Basic computer proficiency required; experience with Microsoft and Google suites strongly preferred; experience using Salesforce for case management is a plus
- Excellent time management, organization, and ability to prioritize multiple projects and deadlines
- Excellent interpersonal, oral, and written communication skills
- Ability to work well independently with minimal supervision and contribute collaboratively to a team
- Solution-oriented mindset; demonstrated ability to take initiative, critically analyze issues, and advance innovative solutions
- Flexibility to work some evenings and weekends is required, including participating in immigration workshops and outreach events
- Must have access to an automobile with valid driver's license and insurance

The above statements are to describe the general nature and level of work to be performed by the person assigned to this position. This description does not imply that the above are the only duties and responsibilities assigned to this position. All job requirements are subject to possible modification.

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*HACES is an EEO employer that provides employment opportunities either salaried or volunteered regardless of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.*

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