Job Description

Job Title: Migration Assistant
Location: New York, NY
FLSA Status: Full Time, Non-Exempt
Classification: Administrative Support Worker
Department: Immigration and Refugee Services  Program/Contract: Special Projects
Reports to: Special Projects Director of Operations
Supervisory Responsibilities: Yes ☐ No ☒

Summary: Through the Immigrant and Refugee Services Division, Catholic Charities Community Services is a leading provider of quality immigration legal assistance in New York City and the Lower Hudson Valley. The Pro Bono Migration Assistant will join CCCS as part of the Special Projects administrative and operations team supporting statewide initiatives providing community-focused legal assistance and pro bono placement as well as direct representation in isolated and underserved communities across the Lower Hudson Valley and New York City. Under the supervision of the Director of Operations for Special Projects, the Pro Bono Migration Assistant supports operational and case management needs, including data entry and management into various tracking systems for case referrals, case matching, placements and outcomes; facilitating meetings and follow up for prospective clients of the Pro Bono Project; service event materials preparation and event coordination, including reserving requisite space, scheduling clients based on capacity, case file maintenance and administrative follow up on routine types of immigration matters.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Responsible for the administrative needs of the program, including data and document maintenance as it relates to the compliance needs of the project's contractual obligations.
- Maintain tracking systems, including assessment results, for external and internal case referrals.
- Assist with data driven research relating to new and prospective Special Project initiatives.
- Providing information to the public on office services (including intake/consultation days, the Immigration Hotlines, and parish outreach)
- Answering and routing telephone calls.
- Scheduling, confirming, and canceling appointments for staff.
- Assisting Special Projects with the coordination of volunteers and clinical programming.
- Using client management database (LawLogix) to register, maintain, and update client records, and to record deadlines and all correspondence received for or from clients.
- Using LLX and other databases to track data and metrics in concordance with current contract and internal reporting requirements, as well as assist with generating reports.
- Processing program forms, including office intake forms and grant specific form
• Create and maintain physical and electronic files, including managing correspondence with clients and documenting correspondence with immigration and other agencies.
• Ensuring client files are organized in cabinets, as delineated by internal case file standards for client services and contract-based audits.
• Retrieving and returning files to cabinet as needed.
• Under the supervision and training of Staff Attorneys, interpret during secondary evaluation meetings for referred clients, and pre-screen their relevant family members associated with a referred client’s case and draft secondary evaluation intake memos.
• Assist clients receiving direct representation services to obtain documents necessary to apply for relief, and follow up with clients via phone, mail, and e-mail.
• Providing clerical support to the Staff Attorneys - including filing, photocopying, and mailing, maintaining physical files and updating digital case notes for clients, and assisting as needed with supporting documentation and application preparation.
• Assisting Project Managers across the department and the Special Projects Director as needed for reporting and contract specific needs.

Position Type and Expected Hours of Work:

This is a full-time position that will require working with underserved communities both in New York City and the Lower Hudson Valley. Days and hours of work are generally 9:00am-5:00pm Monday-Friday. Position requires willingness to travel to all five (5) boroughs, to site locations in the Lower Hudson Valley, and some weekend and evening hours. Additional hours are requirement to meeting court and/or program deadlines, or client needs.

Working conditions and physical demands required:

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

• Remain at workstation and in meetings to complete operational, administrative, and coordination needs of the Pro Bono Project.
• Travel, as needed, by using public transportation or vehicle, traverse city streets, occasionally ascend/descend stairs, and be exposed to outside weather conditions.
• Carry a laptop and event-related documents to offsite workstations.

Qualifications

Education and/or experience required:

• Bachelor’s degree in related field, or equivalent professional training related to this position.

Skills, Licenses, and/or competencies required:

• Bilingual: English plus Spanish.
• Ability to manage high-volume communication and priorities for a fast-paced project.
• Ability and experience working with diverse individuals and communities.
• Excellent interpersonal and organizational skills.
• A plus, but not required:
- Experience working as an immigration legal administrative assistant or advocate; and
- Demonstrated a commitment to social justice issues and experience working in a non-profit or community setting.