



## **Intake Specialist for Immigration Department Job Description**

**IAC Mission:** The Indo American Center (IAC) addresses the needs of South Asian immigrants as well as people from more than thirty countries around the world. IAC provides services that facilitate their adjustment, integration, and friendship with the wider society, nurture their sense of community, and foster an appreciation for the diversity of culture and heritage

Under the supervision of the **Supervisory Attorney**, the **Intake Specialist** will be responsible for the following:

### **SUMMARY:**

- Respond to inquiries by prospective Immigration Department clients
- Provide administrative assistance for the Immigration Department with new clients and current clients
- Interpret and translate as needed

**STATUS:** Nonexempt Regular Full Time Position. Salary range: \$36,000 - \$46,000, depending on experience.

### **INTAKE RESPONSIBILITIES: (approximately 60%)**

- Conduct phone / in-person interviews where necessary to determine eligibility for services, identify basic case facts, and identify basic legal problems, in coordination with Receptionists.
- Administer conflicts check, initial intake, and complete requisite data entry, in electronic case management system.
- Communicate clearly with individuals seeking services regarding the case acceptance process and guidelines.
- Provide guidance to individuals on next steps, resources, and referrals if case is rejected.
- Provide intake and administrative support to both the Immigration Department and the Cyriac Kappil Pro Bono Legal Clinic.
- If necessary, assist individuals with completion of intake forms.
- Enter completed intake forms into internal case management system Apricot and grant reporting case management system Salesforce, and distribute completed intakes to legal team.
- Participate in and provide information and insight on intakes in weekly case meetings.
- 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 agency.



### **ADMINISTRATIVE TASKS (approximately 30%)**

- 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 and correspondence, and assisting members of the public.
- Handle brief client call backs and scheduling follow-up appointments if requested.
- Maintain updated records and data and helping with preparation of monthly/quarterly reports to grantors/Government departments.
- Enter data into and update online database Apricot and Salesforce of client information.
- Enter administrative data such as department expenses.
- Processing client payment.
- As deemed appropriate, supervise Immigration Department volunteers.
- Any other work in connection with the Immigration Department that may be allotted by the Supervisory Attorney/Executive Director.

### **INTERPRETATION/TRANSLATION (approximately 10%)**

- Providing in-language assistance to the client or potential client.
- Interpreting for legal staff and translating documents, as needed.

### **QUALIFICATIONS**

- Bachelor's degree or commensurate experience.
- At least one year of professional experience required.
- Excellent communication skills in English and Hindi or Urdu required.
- Previous legal experience (legal nonprofit, law firm, court house, government agency) highly preferred.
- Solution-oriented mindset, with a willingness to take initiative while juggling several priorities.
- Desire and ability to work independently, but also to perform in a team environment.
- Ability to maintain client confidentiality.
- Ability to stay organized and prioritize a high volume workload.
- Demonstrated commitment to social justice and sensitivity to challenges of the immigrant community.
- Able to work from home via computer, phone etc.

IAC is an equal opportunity employer. IAC offers competitive benefits including health, dental, and life insurance, flexible schedules, and generous PTO. Please forward resume, cover letter, and list of three professional references submit to: Human Resources at [jobs@indoamerican.org](mailto:jobs@indoamerican.org)

Deadline for Submission: **September 30, 2021**