



Department Manager - Immigration and Citizenship Job Description

About Indo-American Center: The Indo-American Center (IAC) was established as a community based, 501(c)(3) non-profit organization in 1990 by a group of Indian immigrants seeking to respond to the needs of their fellow growing South Asian immigrant population. Located on Devon Ave, at the heart of “Little India” in the West Ridge neighborhood of Chicago, IAC is deeply rooted in the community it serves. IAC connects clients to resources and opportunities that improve their individual community and quality of life through direct service, outreach, education, access, and advocacy. IAC operates six core programs: public benefits connections, immigration legal services and citizenship, adult education and literacy, health literacy and education, a seniors’ program, and civic engagement and community organizing.

Under the supervision of the **Legal Director**, the **Department Manager** will be responsible for the following:

Job Summary:

- Develop and maintain immigration department procedures, systems, and policies
- Supervise Citizenship Teachers and Community Navigator Manager
- Responsible for department tasks relating to human resources such as onboarding new employees
- Manages the department budget in correlation with the Legal Director

Status: Exempt, Full time

Salary Range: \$48,000-\$58,000 depending on experience.

Responsibilities:

Department Management (approximately 50%)

- Develop and maintain immigration department procedures, systems, and policies relating to referrals, sending down the annual budget, etc.
- Foster and implement opportunities for collaboration between legal services, citizenship classes, and community navigator program areas
- Assess when and whether new services or initiatives are warranted and support the development of these services and initiatives if approved.
- Provide guidance, identify obstacles and areas for growth, and implement best practices for all programs
- Implement and run periodic immigration department meetings (currently monthly)
- Track departmental budget, including need for office supplies and purchase when necessary
- Develop volunteer and academic and legal internship programs
- Attend and participate in required meetings such as staff meetings, funder meetings, and others as requested
- Monitor and evaluate effectiveness of Legal Department program activities in coordination with Legal Director



- Assist the Legal Director in application for and maintenance of the agency's Department of Justice (DOJ) Recognition and staff members' DOJ Accreditation

Programs Management (approximately 25%)

- Supervise and support the Community Navigator Manager
- Supervise and support the Citizenship Teachers
- Hold periodic check-ins with supervisees to engage in strategic thinking as it relates to each program's development, its trends and provides recommendations as needed
- Manage, train and coordinate interns and volunteers

Data Management (approximately 25%)

- Serve as the Immigration Department and Legal Clinic's lead on data collection and management
- Consult with Legal Director to design, review, and maintain the Department's data collection tools and methodology for data entry
- Ensure accuracy and compliance with reporting requirements
- Implement quality control measures and perform audits to ensure the reliability of data collection
- Provide oversight on internal case management systems, Apricot and Salesforce, including data validation to ensure accuracy
- Provide oversight on future case management system transition(s)
- Coordinate with Legal Director to manage department budget, evaluation methods, and oversee (including review and approve, if necessary) grant reports to ensure compliance.
- Perform other duties as assigned by Legal Director/Executive Director

Qualifications:

- Bachelor's degree or commensurate experience required
- At least 2-3 years of program management required
- At least 1 year of supervising experience required
- Excellent communication skills in English and Hindi or Urdu strongly preferred
- High level of competency in Microsoft applications such as Word and Excel, Google Suite, Zoom, and Adobe Acrobat required
- 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.
- Attention to detail, problem solving and good time management skills.
- Commitment to refugee and immigrant advocacy.
- Willingness to work flexible hours including evenings and weekends.
- Ability to work effectively with diverse program participants and staff.
- Respect for others' experiences, opinions, language, values, culture, and knowledge.
- Able to work a hybrid schedule (some hours at the IAC office and some hours remote via computer, phone etc).



Indo-American Center values a diverse workforce and an inclusive culture. As an Equal Employment Opportunity employer we strongly encourage applications from all qualified individuals of every immigration status, race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, citizenship, disability, veteran status, and record of arrest or conviction.

Please submit your resume and a list of three professional references to Human Resources at jobs@indoamerican.org with “Immigration and Citizenship Department Manager” in the subject line.

A cover letter is not required, but you are welcome to submit one if there is additional relevant experience not reflected in your resume.

Priority Deadline for Submission: **January 31, 2023**