



<b>POSITION TITLE:</b>	Front Desk Immigration Support	<b>REPORTS TO:</b>	Immigration Navigator, Resource Navigator, & Volunteer Services Coordinator
<b>SCHEDULE &amp; HOURS:</b>	Once a week, preferred 9am-12pm	<b>TIME COMMITMENT:</b>	Preferred 3 months

**OPPORTUNITY SUMMARY:**

Tacoma Community House sees hundreds of clients for support in immigration per year. In 2023, we were able to help over 1,000 people in legal support. Our immigration team works to give accurate information and resources to clients and supports them in achieving their goals and overcoming obstacles in their journey to gain citizenship. We host Citizenship classes and have Immigration Specialists who can assist in filling out applications, guide clients through processes, and gives additional support. Our Immigration Navigator helps to set up appointments and supports the immigration department in relaying information.

As a Front Desk Immigration Support volunteer, you will be able to help log voicemails and translate for clients so that TCH can reach out to as many people seeking support as possible.

**QUALIFICATIONS:**

- Bilingual in Spanish and English
- Preferred admin/front desk experience
- Ability to remain professional
- Respect for confidentiality of clients
- Passion for the mission and vision of Tacoma Community House
- Ability to build rapport with diverse groups of people across the community from different social, cultural, economic, and educational backgrounds.
- Deep respect and compassion for underserved communities

**KEY RESPONSIBILITIES:**

- Listening to voicemails and logging names, phone numbers, and reasons for wanting an appointment
- Translating and interpreting questions
- Assisting our Resource Navigators in relaying information and resources
- Supporting in administrative tasks

**STEPS TO APPLICATION:**

If you are interested in participating as Front Desk Immigration Support, please email our Volunteer Services Coordinator at [americorps2@tacomacommunityhouse.org](mailto:americorps2@tacomacommunityhouse.org) or fill out our inquiry form on our website here.

**We Are a Welcoming Workplace**

Diversity, Inclusion, Empowerment, and Belonging are an integral part of who we are – our history, our culture, and our identity. These values lead us in our operations as we strive to build and nurture a workforce that reflects the communities we serve and connects to each other in our dedication to equity and social justice.

Tacoma Community House (TCH) is committed to increasing the diversity of its staff and clients and to strengthening sensitivity to diversity throughout the agency. In our relationships with staff, our participants, and our community, TCH does not discriminate on the basis of race, color, sex, religion, creed, age, national origin, marital or military status, sexual orientation, gender identity, the presence or perception of any sensory, mental, or physical disability, genetic information, or any other status or characteristic protected by local, state, or federal law. Applicants in need of accommodation are encouraged to call (253) 383-3951.

**Tacoma Community House is an equal opportunity employer.**