



JOB DESCRIPTION

POSITION TITLE:	Bilingual Immigration Specialist (Spanish/English)	DEPARTMENT	Immigration Services
EMPLOYMENT TYPE:	Regular Non-Exempt	REPORTS TO:	Immigration Services Manager
FTE:	100%	SALARY:	\$45,000-\$48,000

JOB SUMMARY:

Tacoma Community House is a highly regarded, community-driven service center dedicated to supporting immigrants, refugees, and individuals from the South Sound community in their quest for personal growth and empowerment. Established in 1910, we have been instrumental in equipping numerous individuals with the necessary skills to adapt to a new culture and achieve remarkable personal and professional accomplishments. Through our comprehensive programs and services, we inspire and enable individuals to forge their own paths to success and fulfillment.

Our Immigration team is dedicated to delivering exceptional, affordable immigration assistance, serving as accredited specialists under the Department of Justice's Office of Legal Access Program. In 2022 alone, we successfully assisted 1258 individuals, diligently handling 656 applications for various immigration services, such as naturalization and citizenship, DACA, Legal Permanent Residency, work authorization, and more. Additionally, we take pride in empowering approximately 126 students each year through our citizenship classes.

The Immigration Specialist plays a pivotal role in guiding community members towards becoming United States citizens. Meticulous organization and maintenance of client files are a crucial component of this role. The Immigration Specialist ensures that all relevant documentation and information are accurately recorded, streamlining the application and consultation process. By staying up to date with individual cases, they can provide personalized guidance and support, fostering a sense of trust and reliability with our clients.

What sets this role apart is its unique pathway into DOJ accreditation, which is granted by the agency itself. Once accredited, the Immigration Specialist gains the authority to offer consultation

and direct assistance in completing naturalization forms and other immigration benefits, further enhancing the impact of our services, and fostering a more inclusive society.

Individuals with personal, shared, or lived experience as an immigrant or refugee are strongly encouraged to apply.

KEY RESPONSIBILITIES:

- Lead in preparing, scheduling, and conducting new client orientations
- Provide consultation, intake, and assessment of clients' immigration needs
- Prepare and maintain accurate files, class attendance, and data required for reporting
- Meet contracted requirements for service delivery
- Case manages clients according to contract and funder guidelines and standards
- Strategize and execute engaging workshops and client orientation sessions to ensure meaningful interaction and knowledge dissemination
- Foster strong community connections by actively engaging with the local Ukrainian community to identify potential clients, forge valuable partnerships, and tap into available resources
- Continuing education through trainings, webinars, and conferences
- Other duties as assigned

REQUIREMENTS

Personal –

- Demonstrated ability to establish rapport with diverse groups of people across the community, including with staff, participants, donors, board members, trustees, volunteers and others
- Deep respect and compassion for underserved communities
- Detail-oriented with high level of accuracy
- Dedication to maintaining confidentiality and the ability to determine how it must be applied
- Desire to innovate and implement ideas resourcefully, as an individual contributor and within the team
- Commitment to inclusivity and equity, as a goal and an approach
- High degree of emotional maturity and cultural competence, particularly as it relates to working with LGBTQIA+ populations, people of color, and at-risk youth and young adults
- Willingness to admit mistakes and learn new things

Experience & Skills –

- Bilingual with proven ability to communicate in Spanish and English fluently both verbally and in written form
- Ability and desire to obtain Department of Justice Accreditation
- Ability to multitask in a fast-paced environment
- Excellent organizational, decision-making, and critical thinking skills
- Ability to work independently in a collaborative team environment
- Ability to organize and prioritize multiple projects and meet hard deadlines
- Ability to respond quickly to critical situations and make sound decisions
- Ability to work well under pressure, to rapidly assess problems, and to develop solutions
- Highly proficient computer skills, including data entry and word processing
- Comprehensive proficiency in Microsoft Suite

Other –

- Willingness to submit a background check and openly discuss

PREFERRED QUALIFICATIONS

- Administrative experience in a busy, professional environment
- Bachelor's degree or equivalent
- Experience implementing program guidelines and establishing and maintaining effective working relationships with clients
- Experience working with people from diverse cultural, educational, and economic backgrounds
- Experience in case management, providing consultations, intake, and assessments
- Experience working in a culturally diverse environment with people from a variety of cultural, educational, and economic backgrounds
- Knowledge of Pierce County resources for low-income populations
- Knowledge and understanding of Pierce County's immigrant and refugee population
- Knowledge of and/or formal training the following areas: Equity, inclusion, and anti-racist practices; Cultural competency in issues faced by immigrants, refugees, youth and young adults, victims of crime, and LGBTQ individuals

PHYSICAL REQUIREMENTS & WORK CONDITIONS

While performing the duties of this job, the employee is *regularly* required to:

- Remain in a stationary position for extended periods of time
- Operate a computer and other office equipment, such as copy machine or calculator
- Traverse around the building from one room to another
- Access files and/or supplies in cabinets and/or drawers close to the ground
- Communicate with coworkers and with clients whose primary language may not be English
- Review electronic and physical data for accuracy

While performing the duties of this job, the employee may *occasionally* be required to:

- Transport up to 20 pounds at a time
- Access files and/or supplies in tall cabinets
- Use metal fasteners in file folders

This position works indoors, primarily in an office environment with a low level of noise but occasionally in a classroom or lobby setting with higher noise levels. Individuals in this position may be expected to navigate difficult and uncomfortable situations while working with participants who have suffered trauma.

Employee

Date:

Signature:

Printed Name:

Supervisor

Date:

Signature:

Printed Name:

Tacoma Community House is an Equal Opportunity Employer

In our relationships with staff, our participants, and our community, Tacoma Community House 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.