



Mano a Mano
Family Resource Center

Job Title: Engaged Citizens Intern

Reports to: Program Coordinator

Program: Engaged Citizens Program (Immigration Legal Services)

Employment Status: Part Time Internship (One Semester)

Location: Lake County, IL

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrant and underserved families of Lake County, Illinois to become full participants in American life by providing quality programs and services that educate and establish links to essential community resources. We implement this mission through our four programs: Healthy Families, Productive Parents, Successful Children, and Engaged Citizens. Our work is sustained by our respect for human dignity and our belief in the equality of all people. Located in Round Lake Park, Mano a Mano serves approximately 4,000 immigrants annually from across Lake County and surrounding areas. Mano a Mano is recognized by the Department of Justice (DOJ) to practice immigration law before the Department of Homeland Security through accredited staff members.

The Position:

Under the supervision of the program coordinator and legal assistants, the Engaged Citizens Intern will support the legal team in the preparation and submission of immigration benefit applications to USCIS through case management, client communication and case research. Upon hire, the intern must undergo a background check and sign a confidentiality agreement. This position is a one-semester commitment. The Engaged Citizens Intern will work closely with the legal assistants and other immigration legal staff to provide comprehensive immigration legal and case management services for Lake County immigrant families, delivering these services with a focus on excellent customer service, high quality work, and cultural/linguistic competency.



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ESSENTIAL DUTIES AND RESPONSIBILITIES:

Case Management:

- Assists legal assistant in working directly with clients to gather and prepare case documentation and evidence
- Helps maintain client files current and organized
- Screens community members in Lake County in need of immigration legal services

Research

- Shadows legal representative and legal assistants on complex legal research tasks
- Researches immigration topics and creates presentations for the legal team
- Researches immigration laws and applies to cases

Outreach

- Attends events to educate community about services and current events
- Assists with in-person and online workshops
- Creates informational packets/material for potential clients

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, must be completely fluent in English and Spanish (written and verbal), must demonstrate excellent people and communications skills, sensibility to people's needs, good understanding of immigrants' issues, must be a team player, self-starter, able to self-manage, and have strong computer skills (MS Office, Excel, Outlook, and PowerPoint). Position also requires regular use of computers (desktop and laptop), scanners, fax machines, and other technology.

This is considered a beginner-level internship and requires you to be enrolled as an undergrad at an accredited college or university. You must have an interest or be majoring in any legal studies, Human Services or related field and experience of some type of office environment. Note: while previous experience in immigration law is not a



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requirement, applicants with experience should note any previous immigration legal services training on their resume.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to;

- Operate office equipment such as but not limited to a computer, printer, scanner, fax
- Use a computer for extended periods of time
- Must be able to remain in a stationary position for extended periods of time

*Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description is subject to change at any time.

Application Information:

To apply please submit cover letter, resume, and three professional references to:

Joanna Jaimes
Engaged Citizens & Productive Parents Program Manager
jjaimes@mamfrc.org

Interviews will be held in Spanish and English

Mano a Mano Family Resource Center is an EEO employer who provides employment opportunities either salaried or volunteered regardless of sex, race, religion, national origin, age or disability.

Mano a Mano, Family Resource Center has an affirmative policy to maintain the work place free of sexual harassment and intimidation.