



**Mano a Mano**  
Family Resource Center

**Job Title:** Engaged Citizens Program Coordinator

**Reports to:** Engaged Citizens Program Manager

**Employment Status:** Full-Time (Salaried)

**Location:** Round Lake Park, IL

*Note:* this is a grant-funded position; continued employment depends on performance and availability of funds.

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrants and their families living in Lake County, Illinois to become full participants in American life. Our vision is an integrated Lake County where everyone has access to opportunity and paths to success. 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 and with community-sites throughout the County, Mano a Mano serves approximately 4,500 immigrants annually from across Lake County and surrounding areas.

**POSITION SUMMARY:**

The Immigration Legal Advocate is responsible for the preparation and submission of immigration applications to USCIS, community education related to immigration legal topics, and program outreach for the agency's immigration legal services. The Immigration Legal Advocate works closely with the Program Manager 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.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Oversight (15%):**

- Monitor, evaluate, and support the performance of Immigration Legal Staff;
- Support job development and learning of other Immigration Legal Staff;
- Provide and/or program job skills training for Immigration Legal Staff;
- Monitor, and communicate any changes in laws or government guidelines affecting immigration legal services offered;
- Facilitate and maintain ongoing communication about program efforts, performance, and trends with team members and Program Manager;
- Identify client eligibility for certain immigration relief and benefits.
- Ensure compliance with program related grant requirements
- Assist clients in completing immigration related applications
- Participate in program planning efforts
- Monitor and evaluate the efficiency and effectiveness of the program
- Ensure compliance with organization policies and procedures as it relates to the program
- Staff regular office hours for individual consultations appointments.

**Case Management:**

- Build clients' understanding of Immigration related government agencies' requirements, procedures, and services;
- Assess clients' eligibility for immigration related services and benefits;
- Develop a working relationship with other DOJ Accredited Representatives and Immigration Attorneys to provide accurate referrals and appropriate case management;
- Connect clients' with other relevant programming at Mano a Mano and identify other pertinent services available in the community;
- Represent and promote the agency in the community to ensure high visibility and awareness of program offerings and other activities;

**Data Management:**

- Monitor immigration services metrics and produce reports for agency leadership;
- Monitor and ensure data quality and timeliness of data entry for timely reporting;
- Analyze and provide feedback on data entry, maintenance, and security;
- Other duties may be assigned as need.

**Community Education**

- Provides presentations in English and Spanish throughout the community about immigration related updates and benefits.
- Monitors the achievement of programs' goals and objectives
- Prepares clear and concise reports
- Travel to multiple locations as needed and assigned.

**Outreach**

- Develops and maintains connections with local community partners and other immigrant-serving agencies- keeping them update with services available and program materials
- Builds referral partnerships with partner agencies, government entities, and other stakeholders such as faith-based institutions, schools, and businesses to ensure program referrals to Mano a Mano's Engaged Citizens Program and other programs
- Promotes program services to potentially eligible community members in a clear and effective way
- Connects community members directly with program services in a timely and efficient way
- Refers any community members who are outside of the program's services to other social service agencies as the services and information is available
- Ensures steady flow of new legal services client to program

**KNOWLEDGE AND SKILLS:**

- Must have sufficient work experience and/or training to obtain DOJ accreditation in a timely manner upon starting the position
- Strong verbal and written communication skills in English and Spanish
- Ability to meet deadlines
- Ability to communicate respectfully and effectively explaining complex legal concepts to diverse general audiences
- Computer skills (Microsoft Office Word, Access, PowerPoint, Internet search and Excel)



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- Aptitude for working in a culturally diverse environment and possess the ability to interact with multiple constituencies in a respectful and meaningful manner.
- Will participate in ongoing professional development activities in order to develop and maintain program expertise.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, **must be fluent in English and Spanish (written and spoken)**, must demonstrate excellent people skills, experience in working directly with customers/clients on a one-on-one basis; excellent communications skills, sensibility to people's needs, good understanding of immigrants' issues; must be a team player, self-starter, and computer literate (Microsoft Word/Excel/PowerPoint/Outlook and Internet). Must have demonstrated leadership experience and ability to manage others in an effective way.

**Education:** This is a professional position and requires an Associate's Degree in Social Work, Human Services or related field. It requires experience working with immigrants and sensitivity towards immigrants' issues.

**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 canvass the community, access community businesses and organizations, operate normal office equipment and use a computer for extended periods of time.

**Transportation:** Because this position requires regular geographic mobility, all candidates must have access to reliable personal transportation and a valid driver's license.

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.