

Lutheran Family Services Position Description

Position Title: Bureau of Immigration Appeals (BIA) Accredited Representative

Paygrade: G

Date: February 8, 2011

Reports To: Immigration Services Program Manager/
Attorney

Appointed By: Immigration Services
Program Manager/Attorney

Region: Community Services

Location: Grand Island

FLSA Status: Non-Exempt Exempt (May be Non-exempt if part-time)

LFS Mission Statement:

Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life.

LFS Values:

Respect all people, families and communities. The pursuit of excellence is achieved through the education of staff and the celebration of diversity, collaboration and change. Integrity, accountability and teamwork are values that guide our communication and work in a manner that upholds the Agency's reputation and Christian value base.

Job Purpose:

Provide immigration legal assistance to individuals seeking immigration benefits from the U.S. Citizenship & Immigration Service (USCIS).

Essential Job Duties:

Service Delivery

- Provide legal representation to individuals seeking immigration benefits from the U.S. Citizenship & Immigration Service (USCIS). Provide initial consultation, case preparation, follow-up, and attend interviews at USCIS with clients.
- Make appropriate referrals as necessary for immigration legal services beyond the scope of the program and for other social service needs.
- May provide training to newly hired Immigration Specialists in training for BIA Accreditation.

Case Management & Data Collection

- Keep comprehensive up-to-date notes of client contact, indicating date, subject matter and resolution in client file, per LFS procedures and notify client of all activity regarding his/her case in a timely manner.
- Maintain all case records, documentation and fee collection as specified by LFS policies & procedures.
- Actively participate in case review and other meetings needed to effectively provide excellent quality service.
- Collect data for monthly reports for use in measuring program outcomes.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required of individuals so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties and responsibilities.

Community Education/Awareness

- Actively participate in public education workshops regarding important immigration issues facing the international community.
- Participate in public relations efforts which increase the visibility of LFS, publicize immigration issues faced by immigrants and refugees and raise community awareness on immigration issues.

Professional Growth and Development

- Attend trainings across the country on immigration law and via online opportunities. Must keep current of changes in immigration law and procedures.
- Attend and participate in staff meetings for supervision, team building and program planning.

Professionalism and Confidentiality

- Keep all client names and information and other agency business confidential.
- Guard client confidentiality in waiting areas, during phone contact, and in handling of records.
- Insure that all office and record security procedures are followed.

Interpersonal Relationships

- Maintain a positive, respectful demeanor on all contacts with staff and the public.
- Seek needed guidance in handling difficult client situations and establishing priorities for the job.
- Work to build positive, productive relationships with other staff.
- Other duties as assigned.

Job Requirements:

- Previous accreditation by the Board of Immigration Appeals (BIA). Must maintain BIA accreditation by attending immigration law trainings.
- Must have understanding and sensitivity to people of low income and multi-cultural backgrounds.
- Bilingual in Spanish, Arabic, or other language preferred.
- Ability to read, analyze and apply legal material required.
- Ability to meet deadlines is required.
- Must have ability to interview clients listening for information and follow-up with additional appropriate questions.
- Excellent written and verbal communication skills required and excellent public speaking abilities preferred.
- Must have knowledge of Word, Excel and Internet.
- Travel throughout the state and out-of-state is required.
- Regular and predictable attendance is required.
- Valid Nebraska driver's license, proof of liability insurance and ability to drive for Agency business.
- Commitment to the mission of Lutheran Family Services.

Hiring Manager Signature _____

Date _____

Employee Signature _____

Date _____

Director Human Resources _____

Date _____

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