

# Lutheran Family Services Position Description

<b>Position Title:</b> Legal Assistant	<b>Date:</b> October 16, 2009
<b>Paygrade:</b> F	<b>Location:</b> Omaha, Grand Island, Lexington
<b>Reports To:</b> LIS Program Manager/Attorney and Immigration Specialist at the local assigned site	<b>Appointed By:</b> LIS Program Manager / Attorney
<b>FLSA Status (check appropriate box):</b> <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	

**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.

**Position Purpose:**  
Provide administrative and legal assistance to Lutheran Immigration Services Program Manager/Attorney and BIA-Accredited Immigration Specialist.

**Essential Position Duties:**

Service Delivery

- Make initial client contact and schedule first/intake appointments for attorney and BIA Specialists
- Schedule second appointments and return phone calls for attorney and BIA Specialists
- Translation of documents from/to English and one of the following languages; Amharic, Arabic, Dinka, Oromo, Somali, Spanish, Sudanese, or Swahili
- Provide interpretive services for clients as needed
- Provide appropriate referrals to other legal or community resources when needed
- Other administrative tasks as required

Record Keeping

- Make photocopies of important documents and filings
- Handle incoming and outgoing mail
- Maintain immigration files and keep up to date documentation

Professionalism and Confidentiality

- Keep all client names, information and other Agency business confidential.
- Guard client confidentiality in waiting areas, during phone contact and in handling of records. Maintain a positive respectful demeanor in all contacts with staff and the public.

Interpersonal Relationships

- Seek guidance in handling difficult client situations and establishing priorities for the job.
- Work to build positive productive relationships with other staff.

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.

**Position Requirements:**

- High School Diploma or GED
- Punctual, detail-oriented, organized and responsible
- Fluency in one of the following required; Amharic, Arabic, Dinka, Oromo, Somali, Spanish, Sudanese, or Swahili
- Strong computer skills required
- Existing knowledge of immigration law is highly preferred
- Work well in a multi-cultural environment
- Strong verbal/written communication skills in English and one other language listed above
- Flexibility to meet the constant changing community services environment
- Strong interpersonal skills
- Willingness to travel out of town 2 to 4 times per year

Hiring Manager Signature \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Director Human Resources \_\_\_\_\_ Date \_\_\_\_\_

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