



Center for New Americans

A Community-Based Education and Resource Center for
Immigrants and Refugees in Western Massachusetts

Position Title: Citizenship/Immigration Associate

Program: Center for New Americans / Citizenship & Immigration Program

Supervisor: Citizenship & Immigration Program (CIP) Coordinator

Hours: 25/week year-round

Responsibilities:

Assist clients interested in applying for a variety of citizenship and immigration- related benefits, including naturalization, renewing or replacing green cards, and applying for citizenship certificates for children. Gradually learn to help with other areas of immigration services that CNA provides, including family petitions, adjustment of status, DACA and applications for work authorization. After training, the associate should be prepared to become accredited by the Office of Legal Access Programs.

Direct assistance to clients:

- Screen applicants for eligibility including screening for potential problems
- Explain application process
- Complete applications and other supporting papers with the client
- Provide information on selective service
- Work with client's caseworkers & social service agencies, when applicable
- Assess medical waiver exemptions and follow up with doctors, when applicable
- Consult with or make referrals to attorneys, as needed
- Provide citizenship study materials
- Check in with clients about case progress

Administrative duties:

- Maintain complete and accurate client records
 - Intake (includes dates for USCIS filings, notices and appointments)
 - Copies of forms and documents submitted (hard or electronic copies)
 - Notes regarding communications with or about (lawyer, doctor, tutor) client
- Maintain current case list
- Enter data into RISIS & CIVI
- Stay current on citizenship and immigration law changes & policies
- Attend USCIS stakeholder meetings
- Participate in work-related trainings when appropriate
- Meet regularly with CIP program staff
- Perform outreach to client communities

- Plan and conduct CIP community information sessions or trainings

Citizenship Tutor Program responsibilities:

- Coordinate with Volunteer Coordinator to recruit
- Train volunteer citizenship tutors
- Update Citizenship Tutor Manual
- Provide Citizenship tutor guidance, as needed

Other:

- Attend staff meetings
- Advance the mission of CNA
- Other duties as assigned

Required Qualifications:

- Excellent attention to detail
- Strong organizational skills
- Strong written and oral communication skills
- Good technology skills: Word, Excel, Gmail, Google calendar, Zoom, database maintenance, internet searches, Adobe PDF
- Ability to effectively interact with individuals from different cultural and linguistic backgrounds
- Ability to maintain confidentiality of sensitive information
- Able to prioritize tasks
- Able to multitask
- Able to work well collaboratively and independently
- Quick learner
- Good judgement
- Maintains professional attitude
- Patient, adaptable, respectful

Preferred Qualifications:

- Paralegal experience/training
- Familiarity with the law and specifically immigration law
- Fluency in a second language, preferably Spanish or Arabic
- Bachelor's degree