



**JOB POSTING:
INTAKE COORDINATOR
REFUGEE & IMMIGRANT PROGRAM
Application Deadline: January 31, 2023**

Job title: Intake Coordinator
Reports to: Refugee & Immigrant Program Director
Job Type: Full-time, hybrid
Salary: \$44,000-\$46,000
Apply here: <https://forms.office.com/r/3iR31KPVu7>

The mission of The Advocates for Human Rights is to implement international human rights standards to promote civil society and reinforce the rule of law. By involving volunteers in research, education, and advocacy, we build broad constituencies in the United States and select global communities.

The Intake Coordinator will work as part of a dynamic, growing legal services team within an international human rights organization. The Intake Coordinator works as a member of the Refugee and Immigrant Program to provide free immigration legal services to adults, families, and children who are fleeing persecution, torture, and trafficking, or who are detained by Immigration and Customs Enforcement (ICE). This position triages all incoming client inquiries, schedules new client intakes, coordinates intake staff and volunteers, makes appropriate referrals, and keeps clients informed of intake status and timeline.

This position is currently hybrid, with at least 2 days/week in our downtown Minneapolis office. This position is not eligible for fully remote work.

Primary Duties and Responsibilities

- **Intake Coordination:**
 - Manage high-volume intake process. Our program receives several thousand calls and referrals a year from a variety of sources.
 - Coordinate all incoming calls and contact from potential clients and individuals seeking our assistance.
 - Coordinate new client intakes, working with staff and volunteers to complete a high volume of intakes in an efficient, respectful, and culturally sensitive manner. Ensure intake quality assurance.
 - Recruit, train, and supervise intake volunteers.
 - Review new intakes and route them for staff attorney review. Schedule and conduct intake interviews with potential clients and work with program staff to draft post-intake summary. Collect and organize immigration client documents needed for case review.
 - Lead the team's weekly case deliberations meeting including creating an agenda, prioritizing cases, and delegating follow up tasks to interns and appropriate staff.

- Keep clients informed of their case status and timeline.
 - Flag potential clients for more intensive follow up for pro se assistance and consults
 - Liaise with other legal service providers, receiving and sending referrals.
 - Ensure accuracy and thoroughness with data management systems including LegalServer, SharePoint, etc.
 - Screen for asylum, T-Visa, and SIJS.
- **Other Administrative and Organizational Duties:**
 - Participate in weekly staff meetings and attend program and organizational special events and fundraisers. Other duties as assigned.
 - **Intern Supervision:** Work with the Program Associate to recruit, train, and hire interns. Directly supervise interns.
 - **Legal Case Support:** As needed, prepare immigration forms including work permits, asylum, T-Visa, Freedom of Information Act Requests, as well as motions to immigration court and client affidavits. Liaise with congressional offices on behalf of clients. Monitor immigration filings for in-house cases from filing, receipt, biometrics appointments and approval notices. Assist with pro se clinics, referrals to partners, liaise with congressional office
 - **Resource Review:** Conduct periodic review of referral resources, all client communication templates, and internal training materials. Engage staff attorneys to ensure that packets are up-to-date.

There is limited travel with occasional opportunities to travel through Minnesota and the Dakotas. This position directly reports to the Program Director, works alongside other Program Associates and Staff Attorneys, and is part of the organizational team.

Qualifications

Required:

- Two years of administrative or case management experience
- Excellent organization and time management skills, including the ability to meet deadlines and manage competing priorities
- Demonstrated success communicating with a diverse population.
- A commitment to a client-centered approach to the work
- Flexible, willing to adapt as programming grows.
- Innovative and creative, questioning and trying to improve the intake process and client experience. As the number of people reaching out to our program rapidly increases, we strive to maintain quality while reducing wait time and providing as many individuals with quality legal services as we can
- Knowledge of, or ability to learn immigration regulations and laws
- Ability to develop and maintain professional, collaborative relationships
- Ability to communicate effectively in writing and verbally
- Ability to lead a team and delegate tasks as appropriate
- Commitment to engaging in human rights work, social justice and international affairs

- Detail oriented with an ability to see the big picture and an eye toward systems management
- Strong knowledge of Microsoft Office suite (Outlook, Word and Excel).
- Self-starter who takes ownership over their work
- Flexibility and willingness to engage in an iterative process where you will take an active role in questioning and rethinking our processes and then testing and implementing new processes, ensuring quality control

Desired:

- Demonstrated experience supervising employees, volunteers, interns or interpreters
- Demonstrated experience working with immigrant populations or survivors of trauma
- Demonstrated experience using Legal Server
- Fluency in a language other than English with a strong preference for Spanish
- Experience in immigration law and procedure

Compensation

Compensation is commensurate with experience and is consistent with similarly sized nonprofits in the Twin Cities Area. Our generous benefit package includes vacation, medical, dental, long-term disability/AD+D/life insurance, and pre-tax retirement plan.

To Apply

Please use the following link to submit your application, letter of interest, and resume:

<https://forms.office.com/r/3iR31KPVu7>

No phone-calls or e-mail inquiries, please.

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The Advocates for Human Rights is an equal opportunity employer. The Advocates is committed to cultural diversity and does not discriminate on the basis of race, color, sex, age, religion, sexual orientation, disability or any other legally protected status