



**JOB DESCRIPTION**  
**CASE COORDINATOR**  
**REFUGEE & IMMIGRANT PROGRAM**  
**Application Deadline: August 9, 2024**

**Job Title:** Case Coordinator, Refugee and Immigrant Program  
**Reports to:** Refugee & Immigrant Program Director, Supervising Attorney  
**Job Type:** Full-time, hybrid  
**Salary:** Starting from \$48,000  
**Application Link:** <https://forms.office.com/r/wFh34E2D08>

### **About Us**

The Advocates for Human Rights is dedicated to implementing international human rights standards to promote civil society and reinforce the rule of law. Part of a multi-issue human rights organization, our Refugee & Immigrant Program provides free immigration legal help to people with no or low income. We work with thousands of people throughout the Upper Midwest each year who are seeking asylum, leaving human trafficking, evacuated from Afghanistan, facing removal while in detention, or unaccompanied children. We engage over 1,500 pro bono attorneys, volunteers, and interns, to provide comprehensive support to our clients. The Advocates also collaborates with local and national partners to ensure access to immigration justice for refugees and immigrants in the United States.

### **Position Summary**

As the Case Coordinator in our Refugee & Immigrant Program, your primary responsibility is to support the Unaccompanied Minor and Trafficking teams. You will be responsible for internal case management, including maintaining case files, our client database, tracking deadlines, and maintaining data for grant reports. You will also be a primary point of contact for clients working with our Unaccompanied Minor and Trafficking teams, and will conduct outreach and trainings to and with partner organizations.

### **Who are we seeking to join our team?**

We are looking for a dynamic individual who is driven by the hope of our clients and inspired by the generosity of our volunteers. You should be passionate about our mission, thrive in a supportive team environment, and possess the creativity and dedication needed to improve the delivery of pro bono legal services.

As Case Coordinator, you are responsible for ensuring that The Advocates delivers legal services in an expert and professional manner by maintaining excellent data and casefiles and by pursuing excellence and a client-centered approach in all of your client and partner interactions. You are nimble enough to stay on your toes in our fast-paced office atmosphere and cool-headed enough to serve our clients with compassion and care. Finally, you are passionate about collaboration

with other partners in the Upper Midwest to help create a proactively welcoming immigration network in our tri-state service area.

### **Primary Duties and Responsibilities**

The primary responsibility of this position is to support and coordinate the Refugee and Immigrant Program's many projects with an emphasis on unaccompanied minors and trafficking work.

- Intake 10%
  - Assist intake coordinator with discrete intake duties.
  - Occasionally conduct intake interviews with potential clients.
  - Participate in duty-intake staff.
  - Conduct intakes for Unaccompanied Minors and Trafficking survivors.
- Case Opening and Coordination 20%
  - Responsible for client-facing case opening process.
  - Coordinate large-scale cases, intakes, placement, etc.
  - Support case pitching process.
  - Schedule and support meetings between program staff, clients, and pro bono attorneys.
- Data Management 15%
  - Manage data for Unaccompanied Minor and Trafficking cases.
  - Assist with grant reporting for relevant grants.
- Case Closing 5%
  - Manage case closing procedures with clients and pro bono attorneys.
  - Manage transitions to new case matters, as needed.
- Outreach 20%
  - Assist with designing and improving outreach strategy.
  - Coordinate and participate in Unaccompanied Minor and Trafficking outreach events.
  - Create and maintain connections with contacts to facilitate outreach and case referrals.
- Legal Case Support (under attorney supervision) 20%
  - Assist staff with mailings and submissions.
  - As needed, help 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 and USCIS on behalf of clients. Monitor immigration filings for in-house cases from filing, receipt, biometrics appointments and approval notices. Assist with pro se clinics and referrals to partners.
- Other Administrative and Organizational Duties 10%
  - Participate in weekly staff meetings and attend program and organizational special events and fundraisers. Other duties as assigned.

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

## **Qualifications**

### *Required:*

- 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.
- Fluency in a language other than English with a strong preference for Spanish.

### *Desired:*

- Two years of administrative or case management experience.
- Demonstrated experience supervising interns or volunteers.
- Demonstrated experience working with immigrant populations or survivors of trauma.
- Demonstrated experience using Legal Server.
- Experience in immigration law and procedure.

## **Compensation**

Compensation is commensurate with experience. Generous benefits package currently includes vacation (employees accrue 3 weeks of vacation during their first year, and up to 6 weeks after 5 years employment), 3 personal days, and 9 paid holidays, 2 weeks of accrued sick leave annually, 6 weeks paid parenting leave; employer-paid premiums for medical, dental, and long-term disability/AD+D/life insurance; and pre-tax retirement plan.

## **Location and Status**

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.

This position is represented by the Office of Professional Employees International Union, Local 12.

This is an exempt position.

**To Apply**

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

**<https://forms.office.com/r/wFh34E2D08>**

**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.*