



POSITION TITLE: (NILAH) Paralegal
Nebraska Immigration Legal Assistance Hotline Paralegal

REPORTS TO: Managing Attorney

WORKSITE: Omaha, Nebraska

POSITION TYPE: Full Time (hourly)

ORGANIZATIONAL DESCRIPTION: The Immigrant Legal Center (ILC) welcomes immigrants into our communities by providing high-quality legal services, education, and advocacy. ILC is an affiliate of the national Justice For Our Neighbors network.

ILC is an equal opportunity employer. ILC does not discriminate on the basis of race, color, national origin, ethnic background, religion, gender, sexual orientation, age, or disability.

POSITION DESCRIPTION: ILC's Nebraska Immigration Legal Assistance Hotline (NILAH) Paralegal is responsible for processing applications over the telephone from callers applying for non-profit immigration legal assistance from a collaborating immigration legal service provider (ILSP). The NILAH paralegal makes decisions regarding eligibility for service using established guidelines through the use of software, and assists callers by gathering information and directing them to appropriate resources. The NILAH paralegal may, if appropriate, convey to callers legal advice provided by an attorney, and may provide limited advice regarding limited immigration legal matters after obtaining Department of Justice (DOJ) Accreditation.

This is a full-time position based out of ILC's Omaha office.

MAJOR DUTIES:

- Answer and screen NILAH calls to determine eligibility for ILSP services and potential ILC conflicts of interest;
- Obtain eligibility and case information from caller to relay to attorney;
- Relay eligibility and, if applicable, legal facts and advice given by an attorney, to the client;
- Follow up by sending written materials (e.g. private attorney list) to client, if applicable, and careful documentation of all information in ILC case management system;
- Maintain communications with other NILAH collaborating organizations, and ILC programs and offices on eligibility criteria, capacity, and eligible cases;
- Maintain waitlist, and, if necessary, send time-out letters;
- General office/case support and administration when able;
- Assist in compiling and analyzing data for requested NILAH reports;
- Prepare for and participate in NILAH committee meetings when appropriate;
- Complies with all ILC policies and procedures; and
- Other duties as assigned.

QUALIFICATIONS:

- High School Diploma or equivalent required. Some college or formal education preferred.
- Must have experience making direct contact, delivering customer service, and the ability to work with people in distressing situations.
- Ability to effectively communicate in English and Spanish, as well as utilize interpretation services in order to communicate with callers who speak a variety of languages.
- Ability to work independently, assess priorities, take initiative, handle multiple assignments, and meet deadlines.
- Ability to create and contribute to a healthy, inclusive work environment.
- Demonstrated commitment to working in immigration or related areas preferred.
- Excellent oral, written and analytic skills.
- Ability to work sensitively with a staff having diverse personalities, lifestyles, cultures, and faiths.
- Strong commitment to public interest legal services.

APPLICATION:

- Salary range: \$14.00 - \$16.00 per hour, based upon experience.
- Please send resume, cover letter, references and writing sample by e-mail to Dearra Godinez at dearra@immigrantlc.org.
- Positions will remain open until filled.