



POSITION TITLE: Access Specialist
WORKSITE: ILC Office in Nebraska/Southwest Iowa

ORGANIZATIONAL DESCRIPTION: Immigrant Legal Center (“ILC”) is a non-profit law firm. ILC’s mission is to welcome immigrants into our communities by providing high-quality legal services, education, and advocacy. ILC’s passion is to empower immigrants to live with confidence and free from fear. Our client-focused core values are **Compassion, Leadership, Integrity, Excellence, Neighborliness, and Tenacity**. Each year, ILC provides direct legal representation to hundreds of immigrants and advocates for laws and policies that respect the rights of immigrants and encourage compassionate immigration policy reform. Every ILC team member plays a critical role in the organization’s mission and must be passionate about and dedicated to ILC’s values.

POSITION DESCRIPTION: An ILC Access Specialist is an integral part of ILC’s team. The core functions of this position are (1) client intake; (2) client outreach (3) social service outreach. The ideal candidate for this position is a leader, passionate about providing excellent services to clients with compassion, integrity, neighborliness, and tenacity.

CORE FUNCTIONS OF THE POSITION:

Intake

- Screen participants through intake calls, in organizing events, or as part of clinics to determine eligibility for services and potential ILC conflicts of interest.
- Obtain eligibility and case information from prospective client to relay to legal representative(s).
- Relay eligibility, legal facts, and advice given by an attorney, to the client.
- Follow up by sending written materials to prospective client, if applicable.
- Complete careful documentation of all information in appropriate case management system(s).
- Maintain communications with ILC team on eligibility criteria and capacity.
- Assist in maintaining waitlist.
- Schedule consultations with ILC representatives as assigned monthly from waitlist by Director of Operations.
- Assist in compiling data for reports as needed.
- Maintain communication with service providers throughout the state regarding service needs identified and opportunities to refer cases.

Client Outreach

- Engage in community outreach.
- Collect information regarding the unmet needs of the immigrant community.
- Identify ways to improve prospective clients’ access to ILC’s high-quality services.
- Track and report all client outreach-related activities.

Social Service Outreach

- Attend events and participate in other efforts to increase awareness of ILC’s mission and services.
- Educate the public regarding ILC programs, resources, and services.
- Develop positive community relationships with social service organizations, such as nonprofits, schools, and state agencies who interact with and serve immigrants .
- Track and report all social service outreach-related activities.

QUALIFICATIONS:

- Dedication to ILC's Core Values and Mission.
- Strong commitment to public interest legal services and to the enfranchisement and empowerment of immigrant communities.
- Ability to work sensitively with numerous staff, volunteers, and clients having diverse personalities, lifestyles, cultures, political orientations, and faiths.
- Fluency in Spanish is required.
- Ability to take initiative and make difficult decisions when necessary.
- Ability to shift work responsibilities and expectations as the social and political landscape changes.
- Excellent communicator and writer.
- Strong people and organizational skills.
- Active listener.
- Ability to work in a team and handle multiple tasks in an organized and timely manner.
- Impeccable integrity, positive attitude, mission-driven, and self-directed.
- Ability to think strategically, problem-solve, exercise good judgment, and lead change.

COMPENSATION

- Competitive.
- Excellent benefits, including medical, dental, and vision insurance and a 403b retirement plan included.

TO APPLY

- Please send cover letter, resume, writing sample, and three professional references to Rick Rummel at rick@immigrantlc.org.