



**JEWISH FAMILY &  
COMMUNITY SERVICES**  
EAST BAY

Position Announcement

## **Immigration Administrative Legal Assistant**

**JOB TITLE:** Administrative Legal Assistant

**DEPARTMENT:** Immigration Legal Services

**REPORTS TO:** Program Director

**LOCATION:** Concord

**EMPLOYMENT TYPE:** Full Time, Non-Exempt (37.5 hours per week)

### **OUR AGENCY**

Rooted in Jewish values and historical experiences, and inspired by the strengths of the diverse communities we serve, JFCS East Bay promotes the well-being of individuals and families by providing essential mental health and social services through every stage of life. JFCS East Bay is an innovative, multicultural human service agency that has served individuals and families throughout Alameda and Contra Costa counties since 1877.

The agency's current programs include resettling refugees, providing mental health services to children and families, offering immigration legal services, and supporting seniors and Holocaust survivors. Our staff of more than 70 employees is characterized by its dedication, teamwork, warmth, and humor. Agency offices are located in downtown Berkeley (five blocks from BART) and Concord (five blocks from BART), with a satellite location in uptown Oakland.

*JFCS East Bay actively seeks to hire qualified professionals who reflect the cultural and linguistic diversity of the East Bay and of our clients. We are committed to creating a community where staff and clients from all backgrounds feel safe, welcome, and included. We are looking for equity-minded applicants who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. We hope to expand our diversity in the belief that clients heal best when staff represent the communities they serve and are guided by values of social justice.*

### **JOB SUMMARY**

The Administrative Legal Assistant supports the Immigration Legal Services Program and our Spanish speaking clients. JFCS East Bay's Immigration Legal Services program provides professional assistance to immigrants and refugees applying for a range of immigration legal services in our Concord office. As a federally recognized legal services agency, JFCS East Bay assists clients with citizenship, green cards, U-visas, DACA, and other legal remedies. As part of the Stand Together Contra Costa collaborative, JFCS East Bay also provides legal representation in removal proceedings for both detained and non-detained individuals. We are staffed by a psychologist who assists as an expert in removal proceedings, conducts psychological evaluations and testing, and provides counseling.

### **DUTIES & ESSENTIAL JOB FUNCTIONS**

- Answer phone calls, voicemails, walk in questions and online requests.
- Schedule appointments and manage legal clinic sign-ups.
- Open and sort all Immigration Legal Services mail, including court notices, and notices from DHS.
- Contact clients to remind them of upcoming appointments, immigration interviews, and hearing dates.

- Assist clients with preparation for citizenship interviews.
- Update client case file notes as needed.
- Provide administrative support to all Immigration Legal Services staff, including copying and filing.
- Accept payments of client fees, submit payments to lockbox, issue receipts.
- Help gather information for grant reports and track deliverables.
- Prepare English translations of Spanish language documents.
- Maintain complete confidentiality of all information relating to clients and potential clients.
- Close case files and maintain closed cases according to office policy.
- Prepare and/or distribute outreach and educational materials such as flyers, Q&A sheets to the community and partner agencies.
- Perform other duties as assigned.

## **COMPETENCIES**

- Demonstrate strong passion for JFCS East Bay's mission and strong alignment with JFCS East Bay's core values.
- Thrive in a team oriented, fast paced environment.
- Be open-minded, customer-focused, demonstrate critical thinking and solutions-driven.
- Have ownership in month end close.
- Embrace cultural competency while working with people of various nationalities, ethnicities, and religious affiliations, and the ability to translate that competence into vibrant, respectful internal control and financial policies and practices.
- Partner in innovation and organizational changes improving effectiveness and efficiencies; initiating, supporting and implementing changes to systems; and helping others to successfully manage organizational changes.
- Identify and analyze problems, formulate analytical tools, research and collect data, weigh relevance and accuracy of data, develop and evaluate proposed solutions, and prepare presentation of process and proposals for decision-makers.
- Manage deadlines by setting outcome expectations and planning work, continually monitoring outcome performance and providing feedback.

## **QUALIFICATIONS**

- Bilingual in English and Spanish;
- Experience working with low-income, immigrant and monolingual Spanish-speaking communities preferred;
- Facility with Microsoft Word, Excel spreadsheets, and Google documents;
- Knowledge of general office operations;
- Ability to analyze and process large amounts of data from multiple sources;
- Ability to prioritize across multiple types of work and coordinate the work of others;
- High level of independent judgment;
- Ability to work independently and as part of a team;
- Excellent interpersonal skills with people of all ages and cultural backgrounds;
- Well organized, efficient, highly motivated and able to handle multiple tasks at once and take initiative; and
- Experience working with nonprofit or Immigration Legal Services programs, preferred.

## **PHYSICAL REQUIREMENTS**

- Ability to communicate via phone and email.
- Ability to sit or stand and work at a computer for extended periods of time.
- Ability to lift and carry up to 25 pounds.
- May be required to ascend/descend stairs.

- Occasional reaching and/or grasping using hands and/or arms.
- Ability to drive to alternate work locations

### **COVID-19 REQUIREMENTS**

All employees must show proof of vaccination against COVID-19 and follow JFCS East Bay COVID-19 policies. Reasonable accommodations may be made for individuals with medical or religious reasons where they do not cause undue hardship or pose a direct threat to the health and safety of others.

### **COMPENSATION AND BENEFITS**

Compensation is \$25.64/ per hour. Generous benefit package includes: Medical, Dental, Vision, Life Insurance, FSA/HSA, 401(k) with agency match (after 1 year), 28 paid days off, great colleagues, and a friendly, respectful work environment.

### **TO APPLY**

Please submit a thoughtful cover letter and resume to [currentjobs@jfcs-eastbay.org](mailto:currentjobs@jfcs-eastbay.org). Please include your name, the title of the position, and "IL49" in the subject line. Position open until filled.

*JFCS East Bay is an Equal Opportunity employer that highly values diversity and does not discriminate on the basis of age (40 or older), ancestry, color, religious creed (including religious dress and grooming practices), denial of family and medical care leave, disability (mental and physical, including HIV and AIDS), marital status, medical condition (cancer and genetic characteristics), genetic information, military and veteran status, national origin (including language use restrictions), race, sex (including pregnancy, child birth, breastfeeding, and medical conditions related to pregnancy, child birth or breastfeeding), gender, gender identity and gender expression, sexual orientation, or any other protected status in accordance with all applicable federal, state, and local laws.*