

Information, Referral, & Assistance (IRA) Coordinator (AmeriCorps)

The *Information, Referral, & Assistance (IRA)* program provides immigrants individualized guidance in understanding complex procedures, completing and translating documents, accessing specific resources, and identifying next steps to take. Examples of the type of services offered in the free walk in clinic include notary services, translation and interpretation of official letters and documents, immigration questions, court questions, finding legal assistance, health care, scholarship programs, school registration, social problems, support in domestic violence cases, among many others.

Duties and Responsibilities:

The IRA Case Coordinator will lead the program's case management, deliver services to members of the community, find new ways for the program to meet the community's needs, coordinate the volunteer schedule, and train new volunteers.

Activities include:

- Attend all IRA walk in clinic hours.
- Assist clients over the phone and through social media.
- Work alongside volunteers to improve the information management system.
- Assist with Case Management.
 - Ensure client intake forms are completed correctly and promptly.
 - Assign cases to volunteers.
 - Connect clients with needed and available community resources.
 - Follow up with, and track, case assignments until concluded.
 - Report volunteer hours.
 - Oversee case records and computerized data.
 - Maintain the referral list.
 - Assist clients that have interpreting or translation needs.
 - Assist clients that need help navigating small claims courts.
- Assist staff with planning of community workshops.
- Train new volunteers.
- Network with other nonprofit organizations.

Qualifications:

- Must be bilingual in both written and oral communication (English/Spanish).
- Strong Interpersonal skills: ability to work effectively with people of different cultural, religious, ethnic and socio-economic background.

- Case management skills: interviewing skills, ability to assess client situation and needs, ability to make decisions and solve problems, knowledge of community resources, groups, organizations and the system or willingness to become acquainted, and keep abreast with community resources.
- Ability to maintain client records and files, and keep everything up to date.
- Ability to train and work constructively with volunteers, including teaching them to use digital tools.
- Strong organizational skills.
- Must be comfortable talking on the phone with clients.
- Enthusiasm for BIIN's mission and desire to work with and support the immigrant community.

Time Commitment: The AmeriCorps member will complete 1,200 hours working 25 hours a week for one year beginning September 1, 2022 through August 31, 2023.

Compensation: Per AmeriCorps terms, compensation for each position includes a \$12,000 annual living allowance and an end of term educational award of \$4,540.

To Apply: Email info@brazosimmigration.com to learn how to apply for the position.