



El Refugio/The Refuge is an organization that improves the quality of life for all in Sanford and Lee County, North Carolina, by building bridges between transitioning immigrants and established residents through sharing, learning, and serving our community together while respecting cultural identities. The organization engages in community building through free language learning with childcare, cross-cultural engagement, resource connections, leadership, and family success initiatives.

Position Overview: El Refugio Legal Support Liaison

The El Refugio Legal Support Liaison plans, coordinates and ensures implementation of a legal support and education program of El Refugio/The Refuge. This is a part-time position, 20 hours per week, that is under the supervision of the El Refugio Executive Director.

The Legal Support Liaison will work with El Refugio's partners and statewide agencies to connect individuals to legal immigration aid and information. *In communications with clients and the public, the Legal Support Liaison shall make their non-attorney status clear. Legal Support Liaison cannot give legal advice or perform any duty specifically reserved for licensed attorneys or DOJ accredited representatives.*

Typical duties include, but are not limited to the following:

- If needed and requested by participating partnering agencies, conduct client interviews, gather client intake information, and maintain general communications with the client.
- Enter client data into case management system of partnering agency to generate draft immigration applications for review, if allowed and needed.
- Perform general office duties including filing, shredding, copying, and scanning if needed for clients receiving services from participating partnering agencies.
 - Unless specifically requested by a participating partnering agency in writing to El Refugio, El Refugio will not obtain, send, sign or store any documents from the prospective client
- Perform translations and interpret if needed during consultations between clients and participating partnering agencies.
- Schedule virtual or in-person consultations between prospective clients and participating partnering agencies if needed.
- Assist and/or instruct clients to make payments via the online transaction system of the participating partnering agency they are being represented by. If payments to participating partnering agencies are made via money order, Legal Support Liaison will follow instructions outlined and agreed upon by El Refugio and respective partnering agency representing the client.
- Maintain client confidentiality at all times.

- Maintain knowledge of approved policies and procedures through annual volunteer training programs provided via El Refugio and/or participating partnering agencies.

Program Operations Management:

- Assist trainings and follow-up meetings with representatives from participating partnering agencies to review case types, wait times, updates on procedures, trainings, and/or other as needed.
- Ensure supplies and needs of the program are being met.
- Submit and maintain records of purchase requests and receipts of supplies and services to ensure spending is within approved budget limits.
- Engage in event coordination with participating partnering agencies to implement legal immigration educational workshops and activities throughout the year.
- Report monthly the number of referrals and clients served including demographics and type of legal services provided by participating partners via El Refugio's legal support office.
- Evaluate program effectiveness and needs.

Key Attributes:

- Organized - able to follow standard processes and maintain excellent work flow records
- Flexible – can prioritize multiple job tasks and meet client application deadlines
- Attention to detail - able to review information and provide error free work product.
- People skills – ability to work with and support staff, volunteers and clients in a team environment.
- Ability to learn – ability to understand and apply knowledge of complex federal laws and regulations.
- Equity & empowerment focused - respecting the dignity of each client without judgment; recognizing that systems of inequity are primary contributors to poverty; and honoring that all people have the right to choose their own path.

The ideal candidate will have the following education, skills, and experience:

- Associate Degree or higher preferred.
- Ability to learn and use Client Management systems.
- Fluent in spoken and written English and Spanish.
- Competency with Microsoft Office and Google Cloud is required.
- Prior experience in related work is highly desired.
- Candidate is expected to demonstrate respectful treatment of people, resources and information; maintain confidentiality; and model the highest standards of ethics and professionalism.

Hiring Process and Salary Reviews

As part of the hiring process for all staff positions, El Refugio will conduct background checks. Salary for this position is set by the El Refugio Board of Directors on recommendation of its Personnel Committee. Employment Policies are detailed in *Jonesboro United Methodist Church Staff Handbook*, revised 2018.

Please send resume and cover letter to elrefugioed@gmail.com.