



## Intake Specialist and Volunteer Coordinator

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### OUR ORGANIZATION

The Immigrant Law Center of Minnesota (ILCM) is Minnesota's premier provider of comprehensive immigration legal services to low-income clients of all nationalities. ILCM is a 37-person office with five locations in the State of Minnesota (including two Saint Paul offices and offices in Moorhead, Worthington, Austin), and one location in North Dakota. ILCM has been in operation for over 27 years, and is funded through individual, law firm, corporate, United Way, foundation, and local, state, and federal government support. ILCM's annual budget is currently \$3.7 million.

### OUR MISSION

The mission of ILCM is to enhance opportunities for immigrants and refugees through legal representation for low-income individuals, and through education and advocacy with diverse communities. Our goals are to:

- *Remedy legal problems* by providing quality immigration legal services to low-income immigrants and refugees of all nationalities.
- *Prevent legal problems* by providing law-related education to immigrants and refugees of all nationalities.
- *Raise public awareness* of immigration issues to encourage sound public policy that protects the universal human rights of immigrants and is both compassionate and practical.

### OUR VALUES

ILCM's values are grounded in respect for and partnership with our immigrant and refugee clients. Our values include:

- We bring our full legal passion, dedicated attention and highest quality service to our low-income immigrant and refugee clients and their families.
- We value relationships with the communities we serve and seek to express their full potential and contributions through our work together.
- We work with excellence and integrity.
- We believe in taking action to make immigration systems work for all.

## **THE ROLE**

**Job Title:** Intake Specialist and Volunteer Coordinator

**Location:** Flexible work environment with remote, hybrid, and in-office options

**Type:** Full-time/37.5 hours per week

## **PRIMARY DUTIES AND RESPONSIBILITIES:**

The Intake Specialist & Volunteer Coordinator will assist in the day-to-day operations of a nonprofit immigration law organization. This is a split position reporting to the Intake & Pro Bono team on the intake piece and to the Executive Director on the volunteer piece. This position will also work across teams.

Half of the position's time is primarily dedicated to being the intake specialist. The intake specialist conducts intake and eligibility screening of potential clients by phone and is also responsible for scheduling initial consultations for callers with legal staff. The remaining half of the position's time is primarily dedicated to serving as a volunteer coordinator.

## **INTAKE SPECIALIST RESPONSIBILITIES:**

1. Answering and processing incoming calls on ILCM's intake telephone line, including:
  - Staffing the intake line
  - Screening each caller for income eligibility and, if income-eligible, then for case type
  - Scheduling initial consultation appointments with ILCM legal staff
  - Creating cases in Legal Server database
  - Documenting all calls in a call log, including follow up questions for review from the intake and legal supervisors
  - Tracking rejected calls
  - Sending appointment confirmation reminders to clients
  - Providing callers with referrals to other service providers, as needed
  - Using Language Line interpreting services as necessary, and document use
  - Serving as point of contact for professionals who call the intake line
  - Providing referrals or determining if calls can be transferred to legal staff
  - Checking messages and call-back lists from reception staff and return calls within 48 hours
  - Following up with potential clients referred from partner agencies via phone calls, emails, and LegalServer E-Transfers
2. Coordinating with all legal staff on intake availability and case type, including:
  - Communicating with legal staff to determine availability for upcoming intake dates
  - Making intake calendar templates and have them available for scheduling
  - Communicating with Pro Bono Manager regarding intake process and appointments for Pro Bono team
  - Emailing the general intake calendar to legal staff prior to their scheduled appointments
3. Safety planning for violence victims who call intake lines: Making sure they are connected with shelters, advocates, crisis lines, or other services as needed
4. Participating in case review and legal meetings to learn about specific forms of legal relief and provide input about process and system improvement
5. Providing training and supervision of intake volunteers
6. Assisting in the preparation and staffing of intake-related outreach events
7. Keeping intake manual up to date with all policies and procedures

### **VOLUNTEER COORDINATOR RESPONSIBILITIES:**

1. Working across teams to meet volunteer & intern needs of the organization including:
  - Listing of positions and maintaining relationships with volunteer & intern programs
  - Recruiting, interviewing, selecting, and placing applicants for volunteer opportunities
  - Providing orientation and other onboarding logistics for ILCM volunteers and interns
2. Building relationships with the community as well as colleges and law schools for volunteer opportunities and internships
3. Identifying and working with different scholarship programs for internships and work-study programs
4. Tracking volunteer hours and providing such data for grant proposals, grant reporting, and annual audit
5. Coordinating volunteer translators or paid services, as appropriate, for communication materials and/or for caseworkers as needed
6. Translate documents as needed
7. Submit expense authorizations for translations

### **QUALIFICATIONS | KNOWLEDGE, SKILLS & ABILITIES:**

- Associate or Bachelor's degree in any field
- Paralegal experience or experience working in an attorney's office with some college credits
- Experience advocating on behalf of immigrants
- Fluency in a language spoken by a significant proportion of ILCM's client population, such as Spanish, Somali, Hmong, Amharic, Oromo, Karen, or Karenni
- Proficient in all Microsoft programs including Word, Excel and Outlook
- Must easily learn database programs that organize client and/or contact information (e.g., LegalServer)
- Must be detail-oriented and able to meet deadlines while managing multiple tasks simultaneously
- Must have excellent interpersonal communication skills and relationship-building skills to effectively work with a variety of people and personalities (e.g., clients, partnering agencies, Board members, volunteers, independent contractors, and staff)
- Must be able to communicate clearly in person and in writing
- Must understand and display high levels of internal and external customer service, with excellent listening skills
- Must be able to plan, prioritize, coordinate, and manage own work
- Must be able to work unsupervised and solve routine problems independently, effectively and creatively
- Must understand and maintain the confidential nature of organizational information

### **COMPENSATION & BENEFITS**

ILCM is proud to offer a competitive compensation package which includes an hourly compensation between \$18.30/hr and \$20.30/hr (DOE).

In addition, ILCM offers a comprehensive benefits package including:

- Paid-time-off (PTO) that increases based on tenure but starts off with 20 days per year
- Holiday leave, including 11 holidays & the week between Christmas Eve & New Years Day

- Health benefits including:
  - Medical insurance through Medica: ILCM currently pays 90% of the employee & dependent portion of premiums and 80% for spouses/domestic partners
  - Dental insurance through Delta Dental: ILCM currently pays 65% of the employee and dependent premiums
  - Vision insurance through Avesis: 100% employee paid
- Flexible Spending Account (FSA): ILCM currently contributes \$500 per year regardless of whether the employee is enrolled in ILCM's health plan
- Life, Short/Long-term Disability Insurance through Reliance with the option to buy up voluntary life insurance
- SIMPLE IRA Retirement Plan w/employer match of up to 3% of the employee's compensation
- A remote connectivity stipend of \$50/month

Please note that all benefits programs are governed by plan documents. In the event of any conflicts, the plan documents will govern.

## HOW TO APPLY

Please send a letter of interest or cover letter and resume to: [hr@ilcm.org](mailto:hr@ilcm.org). Open until filled. Qualified candidates will be contacted on a rolling basis for an initial screening call and will be offered more information on the rest of the process then.

***Not sure you meet all the qualifications? Let us decide! Research shows that members of under-represented groups tend to not apply to jobs when they think they may not meet every qualification, when, in fact, they often do! We are committed to creating a diverse and inclusive environment and strongly encourage you to apply.***

To learn more about ILCM, please visit our website: <https://www.ilcm.org/>.

ILCM is an equal opportunity employer and is committed to providing a work environment that is free from harassment and discrimination. ILCM provides equal opportunity to all applicants for employment in accordance with all federal, state, and local laws and will not refuse to hire any qualified individual, or otherwise discriminate against any individual by reason of an employee's race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, familial status, status with regard to public assistance, or any other characteristic protected by law. ILCM is committed to providing all reasonable accommodations required by law to qualified individuals with disabilities who are applicants for employment and/or who are employed at ILCM.