



Job Title	Citizenshipworks Case Manager
PVN ID	VU-1610-001444
Category	Clerical/Office Services
Location	OFFICE OF SR VC FOR UNIVERSITY RELATIONS
Department	CUNY Citizenship Now!
Status	Full Time
Annual Salary	\$35,000.00 - \$38,300.00
Hour(s) a Week	35
Closing Date	Dec 17, 2016 (Or Until Filled)

General Description

Date: October 17th, 2016

Title: Citizenshipworks Case Manager

Department: CUNY Citizenship Now!, National Initiative

Location: CUNY Citizenship Now! Central Office

CUNY Citizenship Now! provides free, high quality, and confidential immigration law services to help individuals and families on the path to U.S. citizenship. Our attorneys and paralegals offer one-on-one consultations to assess a participants' eligibility for legal benefits and assist them in applying when qualified. In addition to providing consultations and application assistance to the immigrant community at our centers, we regularly hold Citizenship Events in all five boroughs to assist green card holders with citizenship and naturalization issues.

The **Immigration Advocates Network (IAN)** is a collaborative effort of leading immigrants' rights organizations designed to increase access to justice for low-income immigrants and strengthen the capacity of organizations serving them. IAN promotes effective and efficient communication, collaboration, and the provision of legal services among immigration advocates and organizations by providing free, easily accessible, and comprehensive online resources like Citizenshipworks (www.citizenshipworks.org).

The CUNY Citizenship Now! National Initiative will provide free naturalization legal services in Arizona, Colorado, Nevada, and in the Greater New York Metropolitan Area. It will build on CN!'s proven model of providing off-site services and cost-effective *pro se* legal assistance through strong local partnerships and volunteer utilization.

Under the CN! National Initiative, an important effort is the remote review model that will be implemented in Colorado. Partner organizations will process citizenship applications once a week and a NYC based attorney and case manager will provide legal review and online step by step support.

JOB DESCRIPTION:

Under the supervision of the Program Manager and Lead Attorney, the Online Case Manager will provide support and technical assistance for the online provision of Citizenship Now!'s legal services. S/he provides direct support to participants (as well as advocates) seeking naturalization assistance using Citizenshipworks, an online program that guides green card holders through filling out Form N-400 Application for Naturalization.

S/he has knowledge of immigration laws, concepts, practices, forms, and procedures within the field.

Additionally, s/he will coordinate case management for approximately twelve organizations in three states. S/he is technologically savvy to manage shared calendars, guide participants through online resources and provides troubleshoot feedback on program. S/he will ensure that all clients are properly served, and that the rendered services are accurately recorded. S/he will maintain communication with all sites, the NYC team, and the assigned staff attorneys in order to ensure the seamless provision of services.

The candidate must have the flexibility to work from 11:00 a.m. until 7:00 p.m. in order to compensate for the 3 hour difference between time zones.

Other Duties

DUTIES AND RESPONSIBILITIES:

- Monitor, track, and record online participant registration and progress across all sites. Provide step-by-step assistance and incentives to encourage the participant to continue with the application or seek in-person assistance at a center.
- Pre-screen, guide and assign online participants to advocates as necessary and provide follow-up regarding next steps and scheduling legal review appointments.
- Assist in the coordination of services provision at each location by working with site schedules and a centralized appointment system.
- Provide follow-up with advocates and confirm in-person appointments within a shared calendar.
- Assign cases for legal review to NYC-based attorney and in coordination with all site's calendars.

- Inform and guide participants of any technological requirements or necessary documentation needed in order to successfully complete the application.
- Communicate and document software best practices and problematic areas to NYC CN! and IAN staff.
- Write mass email communications to promote direct participation of applicants.
- Draft step-by-step written guides and presentations on case management in compliance with CN! policies and procedures.
- Prepare reports by collecting, analyzing, and summarizing participant data and trends.
- Provide information and assistance to CBO staff or CN! staff attorney when appropriate.
- Follow and understand CN! Model, Policies and Procedures and passes knowledge to other staff members.
- Articulate CN! policies to outside agencies, Community Based Organizations (CBOs), including funding agencies and elected officials.
- Assist with other administrative tasks as needed

Qualifications

KNOWLEDGE, SKILLS AND ABILITIES:

- Bachelor's degree and 2 years relevant experience in immigration law or experience within a nonprofit setting
- Commitment to protecting the rights of low-income immigrants is strongly desired
- Excellent tech/computer abilities; previous online customer service (chat/videoconference) a plus
- Ability to handle and resolve recurring problems in a courteous and professional manner
- Excellent presentation, writing, and verbal skills
- Strong research, analytical, and documentation skills
- Able to establish priorities, work independently, and proceed with objectives without supervision
- Willing to participate in Citizenship Events, including on weekends
- Flexibility to work at different offices in NYC and to travel if needed
- Proficiency in English and Spanish preferred
- Computer/technologically savvy (experience with Citizenshipworks preferred but not necessary)
- Paralegal experience preferred but not necessary

SALARY AND BENEFITS:

- This is a full time position for the duration of the project.
- \$ 35,000 to \$38,300 annual salary; will be pro-rated at time of hiring.
- We offer a competitive comprehensive benefit package.
- To apply, please submit resume and cover letter on line.