



**Massachusetts Immigrant Collaborative
Immigration Legal Services Program Manager**

Salary Range: \$57,000 - 62,000

Location: Boston

Location Type: Flexible Hybrid - We offer a hybrid work model that provides flexibility in your daily schedule. However, candidates should be within the Greater Boston area, as there will be occasions that necessitate some in-person attendance during the day as well as some evenings and weekends. While we value flexibility, it's imperative for team members to be available for meetings, most remote, 10 am - 5 pm, Monday through Friday.

About Us: The Massachusetts Immigrant Collaborative ('MIC' or 'The Collaborative') passionately champions immigrant rights, spearheading initiatives to overcome significant individual and community challenges. Originally established as the Boston Immigrant COVID-19 Collaborative (BICC) on April 13, 2020, The Collaborative is a united front combining the strengths of the Rian Immigrant Center and 14 other dedicated immigrant serving partner organizations. Boston and surrounding communities benefit from the contributions of its immigrant community, which is a cornerstone of the local workforce. Yet, many confront hardships like job loss, restricted access to benefits, and healthcare challenges. Recognizing these hurdles, The Collaborative and its many other partners offer direct support and vital resources within its five strategic areas: Emergency food and cash assistance; Legal services; Workforce development; Shared capacity building and Advocacy. In just three years, our collective efforts have impacted over 150,000 immigrants.

Summary

The Immigration Legal Services Program Manager is responsible for the overall management of the Legal Services Program. Key responsibilities include orienting clients to the program and connecting clients with the legal services organization best matched with a clients' individual needs. Additionally, the Manager is responsible for helping to facilitate communications among the 15 partner organizations and 4 legal services providers so as to provide clients with legal services which best address their needs and in a timely, efficient manner. The Manager will also provide administrative support to the Legal Services Program and take part in strategy development, planning and program integration

with other Collaborative initiatives. Overall, the focus of this position is client oriented, assuring they have access to appropriate legal services and in a just and dignified manner.

Responsibilities

- Support the mission and values of The Collaborative by demonstrating a commitment to social justice and equity; actively participating in organizational efforts to address anti-racism by valuing, promoting, and integrating anti-racist concepts and policies within our work.

Intake Coordination (45%)

- Triage clients via phone to determine their legal issue, enroll them through a centralized intake process and liaise with Collaborative partners so that the client's case is referred to the legal organization best equipped to serve that particular case.
- Monitor, follow up and coordinate legal services among partners
- Meet established program client numbers targets

Partnership Management (20%)

- Maintain updated knowledge about the 4 legal partners respective areas of expertise and availability so as to make appropriate client referrals.
- Build relationships with Collaborative Stakeholders and legal partners, through close collaboration and by establishing clear and effective communication and collaboration protocols.
- Represent the Collaborative at a range of events including legal clinics and trainings.
- Attend and actively participate in staff meetings, professional development opportunities and team-based projects both among Collaborative staff and partner organizations as required.

Program Design and Strategy (25%)

- Perform functions such as data entry, reporting, and monitoring status of cases by working closely with legal service providers through regularly scheduled meetings.
- Organize legal clinics in collaboration with partners
- Establish, track and meet program dashboard indicators (enrollments, referrals, outcomes, etc.)
- Generate strategies and solutions in response to feedback received from clients, partner organizations and legal partners, in order to continuously improve the intake process and address unforeseen challenges the program might encounter.

Administration (10%)

- Provide administrative and management support for this program and other initiatives of The Collaborative as requested and available.

QUALIFICATIONS

- Bachelor's degree in social work, public administration, or related fields preferred
- Bilingual in Spanish and English with the ability to read, write, and communicate verbally in both languages required.
- The ideal candidate will have 3-5 years of experience with at least one of the following: immigration law, social work or case management, intake and triage, and/or program administration
- The ability to work independently, with demonstrated time management and organizational skills
- Comfort navigating a hybrid work environment
- Excellent verbal communication skills and the ability to respond flexibly and with maturity and sound judgment in complex situations.
- A patient yet proactive approach to understanding and responding to priorities and needs.
- Familiarity with the barriers associated with the immigration system and demonstrated commitment to working in solidarity with communities that have experienced systemic oppression.

Status: Full time, Exempt.

Reports to: Steering Committee member lead for the Legal Service Program

HOW TO APPLY: Send a cover letter and resume with: **Immigration Legal Services Program Manager** in the subject line to career@riancenter.org.

For more information on the Massachusetts Immigrant Collaborative please visit www.immigrantrelief.org

Working at Rian: The Collaborative is currently hosted at the Rian Immigrant Center.

Working at Rian / Massachusetts Immigrant Collaborative: Our staff of thirty-plus; immigration attorneys, social workers, educators, youth workers and others, bring enthusiasm and a commitment to our mission and the work at the Center. We operate as one team. Our generous benefits package includes health benefits, 20 vacation days, 15 holidays, 5 sick days, a 403(b) plan, and occasional off-site community building together.

We are looking for candidates who can bring their knowledge, either through lived or work experience, to the unique needs of vulnerable immigrants from the undocumented and DACAmented to students, refugees, trauma-survivors, and those whose status is at risk.