

### **Assistant Program Director**

1. Supports and works in partnership with the Program Director overseeing daily operations of the SCCIP Program.
2. Is responsible for grant management to include the oversight of program service delivery, contract compliance and ensuring program impacts are met including monitoring and tracking all program objectives and outcomes to ensure program goals are met, and prepare programmatic reports as needed; including reviewing, revising and ensuring that data systems are created and implemented to track progress.
3. Responsible for the planning and implementation of outreach and educational workshops and activities provided either in the office or in community settings.
4. Provides supervision and capacity building for staff, interns, and volunteers in the areas of immigration supports, outcome compliance, and case management.
5. Recruit and train suitable program volunteers for program services.
6. Design and revise immigration services, educational curricula and policies, ensuring all services are based on best practices and are culturally competent service delivery and in conjunction with coworkers/partners and the Program Director, as needed;
7. Provide direct services as needed.
8. Communicate with project partners, in conjunction with the Program Director, and other community members/organizations about program activities and objectives.
9. Assists Program Director by providing oversight to ensure proper expenditures related to immigration programming, supplies, client assistance and other operating expenses.
10. Monitor program/staff compliance with all CAB policies, procedures and safe work practices.
11. Helps support and/or lead grant writing and fundraising efforts as needed for the program.
12. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal, and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)

**Assistant Program Director – cont'd.**

13. Coordinates Medi-Cal covered health services for a client. (6)
14. Assists individuals and families with aspects of the Medi-Cal application process. (8)
15. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
16. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
17. Assists to administer MAA claiming, including development of claim plans, overseeing time survey and invoice process. (19)
18. Attends training related to the performance of MAA. (20)

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Date

### **Citizenship Assistant**

1. Assist clients applying for citizenship and clients who have submitted applications for US citizenship, as well as other immigration legal services as needed.
2. Provide assistance to clients who have applied for or wish to apply for citizenship:
  - a) Prepare citizenship applications.
  - b) Manage caseload; provide culturally appropriate services
  - c) Provide immigration related information and referral.
3. Conduct outreach to identified clients and community partners, through presentations, workshops, and classes.
4. Input client information in a database.
5. Contribute to program reports as requested by CAB administration and/or agency funding sources.
6. Enroll eligible clients for case management services, conduct bimonthly check-ins, and track client progress according to SCCIP case management protocols.
7. Provide safety net information and referral services to SCCIP clients including info on other CAB programs or community services.
8. Provide health and Medi-Cal outreach, information, referral, eligibility, and access assistance as needed by clients. (Medi-Cal related outreach - 4)
9. Maintain legal records and files and ensure client confidentiality.
10. Develop innovative approaches to generate increased citizenship applications and services ensuring contract compliance and meeting objectives and goals of the program. Develop strategies to reach citizenship goals and objectives as outlined by funding sources.
11. Advocate for immigrants who wish to pursue citizenship by participating in community networks and collaborations; and working with elected and federal officials
12. Support program fundraising goals including receiving client donations for services.
13. Participate in agency and program meetings and events as needed.

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Date

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Employee Name (Printed)

### **Citizenship Services Coordinator**

1. Coordinate and supervise delivery of services to people who have applied for or wish to apply for citizenship:
  - a. Develop outreach literature and conduct outreach to identified clients
  - b. Manage caseload
  - c. Organize and teach citizenship classes as well as supervise classes given by other staff
  - d. Provide immigration related information and referral
  - e. Assist in preparation of citizenship application.
  - f. Train and supervise citizenship staff, volunteers, and interns
2. Maintain client information in a database and supervise inputting of client information in database.
3. Participate in tracking clients' progress and office and phone contacts.
4. Create bi-monthly program reports.
5. Provide general information concerning immigration programs and procedures.
6. Provide safety net information and referral services to SCCIP clients. (Medi-Cal related outreach - 4)
7. Maintain legal records and files.
8. Assist in community outreach.
9. Develop strategies to reach citizenship goals and objectives.
10. Develop innovative approaches to generate increased citizenship applications and services.
11. Advocate for immigrants who wish to pursue citizenship.
12. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal, and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)

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**Citizenship Services Coordinator - cont'd.**

13. Coordinates Medi-Cal covered health services for a client. (6)
14. Assists individuals and families with aspects of the Medi-Cal application process. (8)
15. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
16. Attends training related to the performance of MAA. (20)

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## **DACA Services Coordinator**

1. Develop a DACA Volunteer Program by:
  - a. Developing a volunteer plan for recruitment, training, scheduling, delivery of services, review of case work, and evaluation of interns and volunteers.
2. Coordinate and supervise delivery of DACA services to people who have applied for or wish to apply:
  - a. Develop outreach literature, develop outreach plan and conduct outreach to identified clients. (Medi-Cal related outreach – 4)
  - b. Manage caseload by developing a plan for interviewing, assessing, and accepting clients.
  - c. Assist in preparation of DACA applications.
  - d. Maintain client information in a database and supervise inputting of client information in database.
  - e. Participate in tracking clients' progress and office and phone contacts. (Medi-Cal related case coordination – 6)
  - f. Maintain legal records and files.
  - g. Create DACA program reports.
  - h. Develop strategies to reach program goals and objectives.
  - i. Develop innovative approaches to generate increased DACA applications and services.
  - j. Advocate for immigrants who wish to pursue DACA.
  - k. Develop opportunities for follow-up after receipt of DACA status.
3. Carry out other related duties as assigned:
  - a. Respond to and document program and client issues in a clear and timely manner.
  - b. Perform administrative and clerical duties necessary to the position.
  - c. Maintain facility, equipment, and materials.
  - d. Communicate regularly with Program Director and report any concerns.
  - e. Regularly collaborate/communicate with Secretary/Receptionist & Paralegal/Citizenship Coordinator.
  - f. Assist Program Director with Program related fund development activities as assigned.
  - g. Provide health and Medi-Cal outreach, information, referral, eligibility, and access assistance as needed by participants. (Medi-Cal related outreach, eligibility assistance – 4, 8)
  - h. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal, and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)
  - i. Coordinates Medi-Cal covered health services for a client. (6)

**DACA Services Coordinator – cont'd.**

- j. Assists individuals and families with aspects of the Medi-Cal application process. (8)
- k. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
- l. Attends training related to the performance of MAA. (20)

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### **Director of Immigration Services**

1. Oversee the processing, completion and submission of appropriate forms for citizenship, adjustment of status and consular processing.
2. Provide direct client services as needed including immigrant legal assistance and information and referral (regarding health and human services). (Medi-Cal related outreach - 4)
3. Responsible for ongoing outreach, education, and advocacy relevant to immigration issues.
4. Design systems for, coordinate program activities for, and oversee implementation of, program services - including contractual policies and compliance, procedures, guidelines, budgets, plans, and projects.
5. Monitor government procedures and regulations regarding immigration issues.
6. Formulate recommendations, identify specific problems and issues, and prepare reports.
7. Provide supervision of volunteers and staff in application and form preparation and office administration.
8. Provide information and technical assistance to community members, service providers, and advocates regarding immigration issues.
9. Prepare informational, educational, and advocacy materials and coordinate their dissemination.
10. Direct and conduct community outreach and publicity efforts on behalf of the immigrant population.
11. Network with community based organizations, governmental institutions and local officials.
12. Coordinate activities with other service provider.
13. Coordinate ongoing and long range program planning to ensure flexibility and responsiveness to the community.

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**Director of Immigration Services - cont'd.**

14. Responsible for fund development including grant writing and fundraising.
15. Follow procedures for receipt of cash generated through fee for service, donations, etc.
16. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal, and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)
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### **Immigration Law Specialist**

1. Coordinate and provide a variety of legal support services for immigrants speaking primarily Spanish.
2. Interview clients for office legal services and perform basic legal research.
3. Complete applications for various immigration programs: naturalization, Family Unity, Relative Visa Petitions, Adjustment of Status, I-90s, etc.
4. Translate written documents from Spanish to English and from English to Spanish.
5. Provide case management services for identified populations as directed and supported by the Assistant Director.
6. Maintain paper and electronic legal records and files and assist in preparing reports to funders.
7. Assist in supervising interns and volunteers.
8. Support Program Director in tracking client donations.
9. Assist in community outreach.

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Date

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Employee Name (Printed)

### **Office Assistant**

1. Handle all receptionist needs, including phone and counter services as well as information and referral services (including for safety net health and human services).
2. Provide bilingual translation and interpretation.
3. Maintain records, photocopy documents and filing.
4. Type reports, applications and correspondence.
5. Schedule appointments.
6. Process all incoming and outgoing mail.
7. Ensure that office supplies and equipment are available and in order.
8. Provide information and referral and outreach services. (Medi-Cal related outreach - 4)
9. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal, and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)
10. Coordinates Medi-Cal covered health services for a client. (6)
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### **Program Specialist**

1. Provides a variety of program support activities and legal support services for immigrants speaking primarily Spanish.
2. Assist with phone and counter services as needed.
3. Provide information and referral and outreach services.
4. Schedule appointments and interview clients for office legal services.
5. Complete applications for various immigration programs in coordination with program legal staff.
6. Provide case management services for identified populations as directed and supported by the Assistant Director.
7. Coordinate outreach and referrals to public benefits such as CalFresh and Medi-Cal. (Medi-Cal related outreach - 4).
8. Translate written documents from Spanish to English and from English to Spanish.
9. Maintain legal records, files, and electronic records
10. Support Assistant Director in compiling data for program reports.
11. Carry out other related duties as assigned.

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Date

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Employee Name (Printed)

### **Receptionist/Office Assistant**

1. Handle all receptionist needs, including phone and counter services as well as information and referral services (including for safety net health and human services).
2. Provide bilingual translation and interpretation.
3. Maintain records, photocopy documents and filing.
4. Type reports, applications and correspondence.
5. Schedule appointments.
6. Process all incoming and outgoing mail.
7. Ensure that office supplies and equipment are available and in order.
8. Provide information and referral and outreach services. (Medi-Cal related outreach - 4)
9. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)
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Employee Name (Printed)

### **Secretary/Receptionist**

1. Handle all receptionist needs, including phone and counter services as well as information and referral services (including for safety net health and human services).
2. Provide bilingual translation and interpretation.
3. Maintain records, photocopy documents and filing.
4. Type reports, applications and correspondence.
5. Schedule appointments.
6. Process all incoming and outgoing mail.
7. Ensure that office supplies and equipment are available and in order .
8. Provide information and referral and outreach services. (Medi-Cal related outreach - 4)
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