



## **Director of Client Support Services**

Application Deadline: Rolling

Preferred start date: January 4, 2023

The Migrant and Immigrant Community Action Project (MICA Project) is a community organization committed to working with low-income immigrants to overcome barriers to justice. The MICA Project utilizes legal services, organizing, advocacy, and education to promote the voice and human dignity of immigrant communities. Each year, the MICA Project assists hundreds of migrants by representing them in their applications for immigration relief and by shifting legal knowledge through Know-Your-Rights presentations and Pro Se workshops.

MICA Project staff approach our work as a team, supporting and assisting each other while striving to provide trauma-informed services. We are passionate about our work and seek someone to join us in working toward our vision of a world that honors the dignity of all people.

### **Position Description:**

The Director of Client Support Services is an essential member of the MICA Project's leadership team and supervises the provision of holistic, wrap-around case management services to support clients as they navigate the immigration legal system.

### **Essential Duties and Responsibilities:**

- Lead and supervise the provision of trauma-informed case management services to immigration legal services clients with a focus on information and referral sharing, personal advocacy and accompaniment, and emergency preparedness planning;
- Lead internal efforts to design effective systems for the delivery of case management services, such as reviewing internal processes for assessing and referring clients internally for case management services, including prioritization of resources;
- Collaborate with the legal team to coordinate and facilitate client access to mental health evaluations and forensic exams;
- Maintain and establish relationships with community-based organizations, community partners, immigration service providers, policy/advocacy groups and coalitions relevant to the MICA Project's work;
- Lead efforts to collect, maintain and report data related to case management services to both comply with existing grants and to seek new funding opportunities;
- Manage grant documentation, reports, and deliverables for program grants (federal, state, and foundation);
- Research and write grant opportunities for the Client Support Services Department;
- As a member of management, play a leading role in collective duties within the office including daily operations and organizational development;
- Ensure that the Client Support Services Department is operating true to the organization's mission and with integrity by promoting organizational compliance with internal practice management guidelines, such as maintaining strict client confidentiality and addressing conflicts of interest appropriately.

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**Qualifications:**

- At least three years professional experience providing related services.
- **Passion for MICA's [mission](#) and values (dignity, voice, equity, community).**
- Ability to read, write, and speak both English and Spanish fluently in a professional setting.
  
- Experience supervising others in case management services.
- Experience working with immigrants, including using interpretation and translation services.
- Lived experience in a multi-cultural setting or familiarity with different cultures.
- Demonstrated ability to effectively work with marginalized populations.
- Experience providing support to clients in crisis, as clients will include survivors of trauma who have experienced domestic violence, sexual assault, human trafficking, torture, and other forms of violence.
- Excellent verbal and interpersonal skills to effectively present information and communicate across differences.
- Capacity to work both independently and as a member of a team in a fast-paced environment.
- Ability to take initiative and work under pressure as a valued member of organizational leadership, while prioritizing and managing pressing client needs and deadlines.
- Strong collaboration and facilitation skills to establish and maintain good relationships with colleagues and partners.
- Ability to lead and inspire enthusiasm while working in a constantly changing atmosphere where quickly developing crisis situations are the norm rather than the exception.

**Annual Salary & Benefits:** \$60,000

This is a full-time, exempt position. Some evenings and weekends may be required to meet the needs of the communities served. Starting annual salary is determined by our equity-based compensation plan and thus is non-negotiable. Benefits include generous paid vacation leave and PTO, health and dental insurance coverage, retirement account, CLINIC membership, and professional development opportunities.

**Application:**

Please send a cover letter, resume, and 3 references with contact information to [nicolecortes@mica-project.org](mailto:nicolecortes@mica-project.org).

Cultural and linguistic fluency are highly valued. Persons of color, persons with disabilities, and gay, lesbian, bisexual, transgender and queer individuals are encouraged to apply.