



m.i.c.a. PROJECT

Migrant & Immigrant Community Action

Director of Client Support Services

Application Deadline: Rolling

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 a 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;
- Collaborate with the legal team to coordinate and facilitate client access to affidavit writing, 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.

2650 Cherokee Street, St. Louis, MO 63118

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Qualifications:

- At least three years of 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 while working in a constantly changing atmosphere where quickly developing crisis situations are the norm rather than the exception.

Annual Salary & Benefits: \$62,500

Starting annual salary is determined by our equity-based compensation plan and thus is non-negotiable.

- Hours of work: 40-hours per week, during normal work hours, with occasional evening/ weekend work, flex time available.
- Group benefits: Full health and dental coverage for the employee (no employee contribution towards premium), effective upon start of employment (however, it may take up to 30 days to receive proof of coverage).
- Dependent health and dental coverage available, at the current monthly premium (rates available upon request).
- Vacation/PTO: MICA has 11 recognized organizational holidays, a floating holiday, three (3) weeks paid vacation, plus 8 additional days of sick/personal leave, per year. Employees are also encouraged to take a "self-care" hour each week during the year.
- Retirement Plan: The MICA Project will match up to 3% of an employee's monthly income through a SIMPLE IRA plan invested with Thrivent Financial. Thrivent offers eligible employees a range of investment options. Employees become eligible for the plan in the month following the month in which they earn \$5,000 in salary income from their employment at MICA.
- Additional benefits: training budget and travel expenses.

Application:

Please send a cover letter, resume, and 3 references with contact information to amandalopez@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.