

POSITION DESCRIPTION

TITLE: Family Reunification Specialist
DATE: November 8, 2016
JOB CODE: 448000
DIVISION: Community Services
DEPT/PROGRAM: Esperanza Center II, Safe Release Support Program
SUPERVISOR TITLE: Family Reunification Programs Manager
FLSA (EXEMPT/NON-EXEMPT) STATUS: Non-Exempt
PAY GRADE: 13

SUMMARY:

The Family Reunification Specialist provides direct assistance to sponsors of unaccompanied minors in obtaining family reunification through fingerprinting services and completion of family reunification packets.

Note: This is a full-time grant funded position.

JOB DUTIES / RESPONSIBILITIES:

- Provide services to immigrant clients required for the family reunification process including, but not limited to:
 - Answering calls, responding to emails, and scheduling necessary fingerprint appointments for sponsors and household members of unaccompanied children
 - Conducting accurate, quality, and timely digital fingerprints for sponsors and household members
 - Providing direct assistance with completion of the family reunification packet, CA/N forms, letters, and other forms as part of the reunification process
 - Communicating effectively with case managers and government offices
 - Keeping accurate and up-to-date fingerprint log
 - Entering and updating Efforts-to-Outcomes (ETO) database
- Submit detailed and thorough documentation in compliance with Catholic Charities' and LIRS' policies and procedures.
- Maintain regular and timely communication with supervisor and staff around any issues concerning the child's safety, stability, or well-being in the placement.
- Participate in ongoing supervision and team meetings.
- Inform supervisor and LIRS about trends, challenges, and successes in working with the immigrant population.
- Participate in internal LIRS trainings on cultural competence, service provision, and LIRS policies and procedures. Participate in Esperanza Center trainings, workshops, and staff meetings.
- Acts as liaison/translator between families and various city, state agencies.
- Update client database software within 24 hours of service provided.

MINIMUM QUALIFICATIONS / REQUIREMENTS:

- High School Diploma or equivalent
- At least 1 year experience with child welfare programs, or related experience
 - Knowledge of and experience working with refugee or immigrant children preferred
- Working knowledge of community resources and ability to connect families to community services
- Able to communicate effectively and accurately in person, over the phone, or in writing
- Cross-cultural or international experience preferred
- Commitment to the agency's core mission and values, and an ability to model those values in relationship with colleagues and partners; commitment to empowering refugees and migrants.

SKILLS / COMPETENCIES:

- Able to work independently and keep precise documentation
- Excellent verbal and written communication skills (Spanish and English)
- Proficiency in Microsoft Office applications (Word, Excel, Outlook)
- Fluency in Spanish required

CATHOLIC CHARITIES COMMITMENTS:

The responsibilities of this position must be consistently performed using the following behaviors:

1. Honor and respect the **Dignity** of every person.
2. Encounter each person with **Compassion**.
3. Act with **Humility**.
4. Reach out to others in a spirit of **Collaboration**.
5. Serve with **Excellence**.
6. Act with **Integrity** in everything you do.