**Immigration Helpline Manager - Job Description**

**Organization Overview**

Background:

MIRA is the largest coalition in New England promoting the rights and inclusion of immigrants and refugees. With offices in Massachusetts and New Hampshire, we advance this mission through education and training, leadership development, institutional organizing, strategic communications, policy analysis and advocacy. MIRA is a dynamic and multi‐ethnic coalition with more than 140 organizational members, including grassroots community organizations; refugee resettlement agencies; providers of social, legal and health services, faith-based organizations, and civil and human rights advocates. We organize and empower our members and allies, and together we mobilize immigrant communities to advocate for themselves and amplify and support their voices. MIRA is a respected leader on immigrant issues at the state and national levels, and an authoritative source of information and policy analysis for policymakers, advocates, immigrant communities and the media.

Position Overview:

The Massachusetts Immigrant & Refugee Advocacy Coalition (MIRA) is seeking a dynamic and experienced Helpline Manager/Attorney to lead the implementation of a legal information phone helpline for service providers and advocates working with new arrivals. This position will play a crucial role in building capacity around immigration-related legal services and ensuring that advocates are well-equipped to assist individuals eligible for immigration relief and work authorization.

Responsibilities:

1. Helpline Management:

- Oversee the day-to-day operations of the legal information phone helpline.

- Manage the helpline in collaboration with the IAS team, ensuring efficient and effective service delivery.

- Develop and implement protocols for handling legal inquiries, ensuring accuracy and timeliness of responses.

- Collaborate with other MIRA staff and coalition members to enhance helpline services.

2. Legal Expertise:

- Provide guidance on immigration-related inquiries, including status changes, changes of address, change of venue, work authorizations, and asylum representation.

- Stay informed about changes in immigration laws and procedures affecting new arrivals in Massachusetts.

3. Community Engagement:

- Foster relationships with shelters, community-based organizations, law schools, and law firms to strengthen the helpline's impact.

- Collaborate with partner organizations to expand the reach of legal services for new arrivals.

4. Technology Implementation:

- Contribute to the selection and implementation of technology solutions or upgrades to case management systems to enhance helpline efficiency.

- Ensure the proper use of a database system to track helpline calls and responses.

Qualifications:

- Juris Doctor (JD) degree and active membership in the bar.

- Experience in immigration law and a deep understanding of legal issues affecting new arrivals.

- Excellent communication and interpersonal skills.

- Demonstrated ability to work collaboratively with diverse stakeholders.

Work Schedule:

Full-time, Monday to Friday, 9:00 AM to 5:00 PM, with a voicemail option for after hours and a commitment to returning calls within 48 business hours.

Salary Range:

The salary range for the position is $60,000 - $70,000 depending on experience

To Apply: To apply, email hrrecruting@miracoalition.org with a resume and cover letter with “Immigration Helpline Manager” in the subject line of the email.

MIRA is an equal opportunity employer that celebrates diversity and seeks a broad representation of the communities served by its staff.

Job type: Full Time

Fully remote: Hybrid

Salary range: $60,000 - $70,000

Location: Boston, Massachusetts

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