



## **Job Description: Immigrant Assistance Services (IAS) Coordinator**

About MIRA:

Massachusetts Immigrant and Refugee Advocacy Coalition (MIRA) stands as the largest coalition in New England dedicated to the advancement of immigrant and refugee rights and their inclusion within society. With an expansive coalition comprising over 140 organizational members, MIRA operates through various means such as education, training, leadership development, institutional organizing, strategic communications, policy analysis, and advocacy. MIRA serves as a prominent authority on immigrant issues at both state and national levels, providing invaluable information and policy analysis.

### **PRINCIPAL DUTIES & RESPONSIBILITIES**

- **Support Program Operations:** Assist in the day-to-day operations of the IAS program, ensuring smooth coordination and delivery of services. Help with logistical arrangements for program activities.
- **Reporting and Documentation:** Assist in the preparation of program reports, including data collection and maintenance of accurate records. Collaborate with team members to ensure all reporting requirements are met.
- **Program Compliance:** Learn and adhere to government grant requirements and assist in ensuring program compliance. This includes supporting the coordination of government grant-related activities.
- **Training and Quality Control:** Participate in training sessions and quality control activities for program subgrantees. Work closely with team members to ensure service quality and consistency. Help develop and update training materials as needed.
- **Manage Referrals:** Manage the IAS referral process, including processing referrals and sending to subgrantees, and ensuring all necessary documentation is present. Assist with sub-grantees follow-up concerning referrals.
- **Stakeholder Communication:** Maintain positive relationships with internal and external stakeholders, including staff, executives, and partner organizations. Communicate program updates as needed and serve as point of contact for
- **inquiriesInbox Management:** Hold primary responsibility for management of the IAS email inbox and ensure all communications are handled in a timely manner. Prioritize and escalate urgent issues as appropriate.
- **Legal Clinics:** Attend and support all IAS legal clinics across the state of MA to assist with registration, photo copying, file organizations, etc.

- Legal Helpline: Help manage day-to-day operations of the immigration helpline, including logging intake of calls and emails and provide additional support to the helpline manager and staff as needed.
- Additional Support: Provide support for various program-related tasks and projects as assigned.

#### Qualifications:

##### Education:

- Experience in immigration and refugee services, legal services, homeless shelters are preferred.
- Experience in data management is preferred.

##### Skills and Abilities:

- Strong organizational skills with attention to detail.
- Effective time management and ability to multitask.
- Excellent written and verbal communication skills.
- Ability to work collaboratively in a team.
- Basic knowledge of data tracking and reporting.
- Commitment to maintaining confidentiality and sensitivity to diverse populations.
- Willingness to learn and adapt to new tasks and responsibilities.
- Fluency in Haitian Creole, Portuguese, and/or Spanish is preferred

##### Salary Range:

The salary range for the position is \$53,000 - \$56,000 depending on experience

To Apply: To apply, email [hrrecruiting@miracoalition.org](mailto:hrrecruiting@miracoalition.org) with a resume and cover letter with "IAS Coordinator" 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: \$53,000 - \$56,000

Location: Boston, Massachusetts

Apply: [hrrecruiting@miracoalition.org](mailto:hrrecruiting@miracoalition.org)

Position Type: Full time

Work Environment: A flexible hybrid schedule with a combination of on-site and at-home work, and shelters across Massachusetts for clinics.

Travel: Occasional travel to partner organizations across the state may be required. A valid driver's license and access to a vehicle.

#### 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.