



Job Description: Massachusetts Access to Council Initiative (MACI) Intake Coordinator

Organization Overview:

Massachusetts Immigrant and Refugee Advocacy Coalition (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 summary:

The **Massachusetts Access to Council Initiative (MACI) Intake Coordinator** will manage the Centralized Intake and Referral System, serving as the first point of contact for clients seeking assistance through MACI. The proposed MACI program is a statewide program designed to expand access to high-quality immigration legal representation for newly arrived and vulnerable immigrant populations. Through a network of community-based legal service providers, MACI will ensure equitable access to justice by providing direct representation, coordinated referrals, training, and legal oversight.

This Intake Coordinator role ensures that clients are screened for eligibility and referred to appropriate legal service providers within the network. The position is a full time position and reports to the Program Director, MACI.

Job type: Full Time

Salary range: \$55,000- \$60,000

Location: Boston, Massachusetts

Work schedule: Hybrid

Apply: hrrecruiting@miracoalition.org

PRINCIPAL DUTIES & RESPONSIBILITIES:

- **Manage Intake and Referrals:** Manage the MACI intake and referral process, including completing eligibility screenings and processing referrals and sending to subgrantees, and

ensuring all necessary documentation is present. Assist with sub-grantees follow-up concerning referrals.

- Support Program Operations: Assist in the day-to-day operations of the MACI 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.
- 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 the program.
- Inbox Management: Hold primary responsibility for management of the MACI email inbox and ensure all communications are handled in a timely manner. Prioritize and escalate urgent issues as appropriate.
- 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.
- Additional Support: Provide support for various program-related tasks and projects as assigned.

QUALIFICATIONS:

Education/Experience:

- Associate or Bachelor's degree in Social Work, Human Services, or related field, or an equivalent combination of education and experience.
- Experience in immigration and refugee services, legal services, or homeless shelters is preferred.
- Experience with data management is also preferred.
- Experience in Salesforce is strongly preferred.

Skills and Abilities:

- Bilingual skills (Spanish, Haitian Creole, Portuguese, or other common immigrant languages in Massachusetts) mandatory.
- 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.
- Strong customer service skills, able to listen supportively to clients with traumatic histories.
- 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.

Working Hours/Environment:

- Full time (37.5 hours per week)
- A flexible hybrid schedule with a combination of on-site and at-home work.

- Occasional travel to partner organizations across the state may be required. A valid driver's license and access to a vehicle is preferred but not required.

Salary Range:

MIRA offers a competitive salary commensurate with experience, along with a comprehensive benefits package, including health insurance, retirement benefits, paid time off, and professional development opportunities. The starting annual salary range for this position is \$55,000- \$60,000, depending on experience.

To Apply: To apply, email hrrecruiting@miracoalition.org with a resume and cover letter with “MACI Intake Coordinator” in the subject line of the email.

People of color and individuals from immigrant backgrounds are strongly encouraged to apply. The MIRA Coalition is an equal opportunity employer. Candidates for employment will be considered without regard to race or ethnicity, gender, age, national origin, marital status, disability, or sexual orientation.