



Job Description: Massachusetts Access to Council Initiative (MACI) Intake Coordinator
Temporary Parental Leave Coverage
Two Openings

Program Overview:

The Massachusetts Access to Counsel Initiative (MACI) is a joint effort between MIRA Coalition, the Committee for Public Counsel Services (CPCS), and a statewide network of immigration services organizations and private law firms. The mission of the MACI program is to increase access to legal representation for immigrants fighting removal from the United States and to build capacity within the legal community for this work through the recruitment and development of new attorneys. Since the MACI program launched in late 2025, we have provided direct legal representation to over 500 eligible immigrants and refugees in Massachusetts, consistent with the legislative mandate. As the MACI network administrator, MIRA operates the centralized intake and referral system and supports the selected subcontractor sites (MACI Network Sites) in delivering high-quality legal services to people who live, work or go to school in Massachusetts. MACI embraces the tenets of universal representation to provide zealous, holistic, and client-centered representation regardless of the perceived merits of a case. It is based on the belief that every person facing deportation is entitled to excellent legal representation regardless of ability to pay for a private attorney, their background, or the palatability of the case.

Position summary:

The position is a part-time temporary position and reports to the MACI Legal Director. **Bilingual in Haitian Creole is strongly preferred for this role.** The MACI Intake Coordinator will serve as one of the first points of contact for people seeking assistance through MACI. Our Intake Coordinators ensure that clients are screened for eligibility, remain eligible up to until assignment with an attorney, and that our database is current and accurate.

Job type: Part Time, Temporary- Parental Leave Coverage

Expected Duration/ Assignment Period: Approximately 15 weeks, up to 23 hours/week

Start Date: On or around December 1, 2026

Salary range: \$25-\$28 per hr

Location: Boston, Massachusetts

Work schedule: Hybrid (one in office day per week)

Apply: hrrecruiting@miracoalition.org

PRINCIPAL DUTIES & RESPONSIBILITIES:

- Conduct Intakes: Answer the MACI Intake line and perform intakes of callers. screening for eligibility screenings, identifying urgent cases, and explaining the process.
- 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: Collect and maintain 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.
- 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:

The ideal candidate will have all or most of the experience below or have a combination of comparable experience where they have demonstrated similar skills or responsibilities.

Education/Experience:

- Prior experience in a legal services, nonprofit, or social services environment, ideally involving direct contact with immigrant and/or refugee populations.
- Experience with data management is also preferred.
- Experience in Salesforce is strongly preferred.
- Experience in customer service is welcomed.

Skills and Abilities:

- Bilingual proficiency (Haitian Creole, Portuguese, or another language commonly spoken in Massachusetts) is required.
- Ability to remain calm, clear, and patient during sensitive and high-stressed communications.
- Fantastic phone etiquette paired with a naturally friendly, conversational, and approachable communication style.
- Ability to ask targeted, relevant questions to collect necessary details and background information.
- Effective time management and ability to multitask.
- 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.
- Commitment to racial, social, and economic justice.
- Demonstrated ability to build collaborative working relationships.

Salary Range:

The salary range for this position is \$25-\$28 per hour, depending on experience. This role is not eligible for benefits because it is a temporary part time position.



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, ethnicity, gender identity or expression, age, national origin, marital status, disability, or sexual orientation. We recognize that our differences enrich our understanding of the needs of the community and our organizational culture.

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 160 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.