MIRA Helpline Fellow

Position dependent on securing funding.

The MIRA Coalition Immigration Helpline is open to all Massachusetts residents as well as Massachusetts-based providers serving immigrants and refugees and accepts voicemails 24/7. Through this helpline, MIRA aims to provide community-based organizations and individuals with answers to the most commonly asked immigration questions. By building on the community knowledge, providers will be able to better serve the immigrant and refugee population.

MIRA Coalition is seeking a Helpline Fellow to support its immigration legal programs during a 10-week fellowship for Spring 2027. This opportunity is designed for individuals interested in immigration law, immigrant rights, and nonprofit legal services who are looking to gain hands-on experience supporting immigrant communities across Massachusetts.

The fellow will work closely with MIRA's Helpline team to assist individuals seeking immigration-related information, resources, and referrals. Through this fellowship, the selected candidate will gain practical experience in immigration legal services, client intake, resource navigation, and community support.

Fellowship Details:

- **Duration:** 10 weeks
- **Compensation:** $5,000 stipend for the full fellowship
- **Schedule:** Minimum of 20 hours per week
- **Location:** Hybrid
- **Start Date:** January 4th, 2027; some flexibility may be available

The Helpline Fellow will support the day-to-day operations of MIRA's Immigration Helpline, including:

- **Helpline Intake and Documentation:** Review voicemails from callers, accurately document contact information and immigration-related inquiries, and organize cases for review by Helpline staff.
- **Caller Coordination:** Coordinate callbacks for individuals whose inquiries require additional review or a response, ensuring effective communication and appropriate follow-up.
- **Resource Navigation and Referrals:** Identify and share relevant immigration resources, legal service referrals, and general information with callers whose inquiries do not require individualized legal advice.
- **Legal Information and Research Support:** Assist Helpline staff with researching immigration-related resources, updating referral information, and maintaining internal reference materials as needed.

- **Program Support:** Contribute to Helpline projects and initiatives aimed at improving accessibility, efficiency, and the delivery of immigration-related information to community members.

Bilingual candidates, especially in **Spanish, Portuguese and/or Haitian Creole**, are particularly encouraged to apply. This fellowship is open to undergraduate, graduate, and law students with preference given to individuals with experience working with immigrant populations.

To apply, send a résumé and cover letter to Pricilla Cadet at pcadet@miracoalition.org. Only applications with both a résumé and a cover letter will be reviewed. Applications are reviewed as internship positions become available, so applicants may not receive an immediate response. Please write “MIRA Helpline Fellow” in the subject line of your email.