



Immigration Program Enrollment Intern

Organizational Overview

Syrian Community Network is grounded in the commitment to providing quality services to Refugees and Immigrants across Chicago. Those services span from immigration, to direct case management, to education, advocacy, and beyond. Our mission is to build community and serve families by addressing their evolving needs, and we are looking for a dedicated intern to join our team and support our vision for the safety, autonomy, and agency of all.

Position Description

Syrian Community Network(SCN) is seeking an intern to complete the initial steps of the immigration program enrollment , related to immigration applications and their corresponding administration. The core of the work will be gathering information from clients about their personal residential, work, and travel histories, biographical information about their family members, and about various other aspects that may be relevant to their eligibility for immigration benefits. This task involves reviewing clients' files to assemble the information already gathered during general intake, then scheduling calls with clients to fill in the relevant gaps. Interns will also assist in filling out intake forms for grant funding and other tasks as assigned. This position will not include providing legal advice - if the applicant is a student in law school, please see our Law School Intern job posting here for a more appropriate position.

As the majority of SCN's clients are Arabic-speaking, with limited English proficiency, we are preferably seeking an intern who is comfortable in their comprehension and speaking of Arabic, especially over the phone, but that is not a requirement. Interns must be able to commit to at least 10 hours per week with SCN. Applicants with any secondary language skills are encouraged to apply.

Reports to: Director of Immigration

Location: Onsite - Edgewater, Chicago IL

Start Date: January 2023

Institutional Expectation

- Institutional/university backing for internship program, or equivalent commitment

Roles & Responsibilities

Responsibilities include, but are not limited to:

- Data gathering with clients: collect information about residential, work, and travel histories, family members, and other relevant details by reviewing client files, scheduling appointments, and calling clients to fill out SCN's legal screener document
- Collect required copies of documentation not already in client's folder (ex: green card, social security card, copies of previous immigration benefits applications) and enter data from these into our screening form and immigration case-management software
- Complete intake registration and logging of services delivered on the Salesforce reporting platforms used by organizations funding SCN's immigration legal services
- Following up with clients with existing applications to translate and explain correspondence received from USCIS relating to their cases
- Using a trauma-informed approach in order to earn clients' trust as you collect personal information
- Work primarily from our Edgewater office, with remote options available some days

Our commitment to interns

- Training for required tasks including detailed guides of how to complete the initial steps and services we provide within the immigration application process (checklists, questions, etc.)
- Education on the immigration application process
- Continuous support from staff
- Weekly supervision time with program officers
- Will gain the ability to clearly communicate to clients what information is

- needed, in detail
- Celebrate and appreciate the interns, provide constructive feedback along the way
- Provide other educational opportunities

Schedule

- Full educational term/trimester/semester, depending on the requirements set forth by the student's institutions
- 10-15 hours minimum per week, within business hours; ideally, in full days, or in blocks of at least 4 hours
- Data collection calls each typically take 1-2 hours; expect to make multiple calls per day
- Schedule is flexible depending on the applicant.

Key Skills and Competencies

- Competitive applicants will have confident levels of comprehension and speaking in Arabic, Dari or Pashto especially over the phone
- Organized
- Background in working with immigrant and refugee communities (preferred)

Details and How to Apply

Please submit your resume and cover letter explaining your qualifications for the position to our Director of Immigration, Al Peters <al@syriancommunitynetwork.org>, CC-ing our Immigration Attorney, Tyler Koteskey <tyler@syriancommunitynetwork.org> with the subject "Immigration Program Enrollment Intern." No phone calls or other inquiries please. Only applicants selected for an interview will be contacted.