IRONBOUND COMMUNITY CORPORATION

Job Description Form

Program Name: Programs Department	
Job Location: 317 Elm Street, Newark, NJ, 07105	
Job Title: Immigration Resource Navigator	
Reports to:	Title: Director of Programs

Hours:	FLSA Status	Type of position:	Other comments:
	☒ Exempt	☒ Full-time ☐ Consultant/Contractor	
	☐ Nonexempt	☐ Part-time ☐ Intern	

JOB DUTIES

The Ironbound Community Corporation (ICC) is a 50+-year nonprofit organization whose mission is to engage and empower individuals, families, and groups to realize their aspirations and work together to create a just, vibrant, and sustainable community. ICC strives to address the needs of our diverse, multi-lingual, multi-cultural community. Today, ICC serves more than 1,000 children and families daily with various programs and services. ICC also strengthens communities through advocacy, neighborhood organizing, and community development initiatives.

Ironbound Community Corporation (ICC) is seeking a dedicated, knowledgeable, and community-centered individual to serve as our Immigration Resource Navigator. This newly created role will guide individuals and families through the complex and often intimidating immigration landscape. The Navigator will serve as a trusted source of information, support, and advocacy, offering personalized guidance, helping clients understand their rights and options, and connecting them with qualified legal assistance when needed.

While this is not a legal role, the ideal candidate will have a strong understanding of immigration law and legal systems, ideally with prior legal experience or paralegal training in immigration. They must be able to assist with immigration forms, deliver "Know Your Rights" trainings, monitor policy updates, and provide case management support with cultural sensitivity and discretion.

ROLES AND RESPONSIBILITIES

- Conduct detailed assessments to identify each client's immigration needs, risks, and goals.
- Provide accurate information on immigration pathways, including family petitions, humanitarian relief, DACA, and naturalization.
- Develop clear, strategic action plans while setting expectations on what services ICC can and cannot provide.
- Assist clients in preparing for consultations with immigration attorneys and legal clinics.
- Provide legal literacy without practicing law; refer complex cases to DOJ-accredited representatives or licensed attorneys.
- Guide clients through forms such as I-130, I-765, I-912, N-400, and other relevant documents.
- Assist with document gathering, application submission, and navigating timelines.
- Help clients understand fee waiver processes and prepare supporting documentation.
- Maintain communication with clients throughout their application process and support them in preparing for interviews or follow-ups.
- Collaborate with clients to prepare individualized safety plans addressing threats related to their status.
- Offer resources and strategies for emergencies, including identifying safe spaces, emergency contacts, and legal protections.
- Educate clients on how to respond to ICE interactions or law enforcement encounters in legally safe ways.
- Facilitate Know Your Rights workshops tailored for immigrants and mixed-status families.
- Provide plain-language guides and handouts on legal rights, policy changes, and immigration enforcement.
- Train clients on how to identify and avoid immigration fraud or unauthorized legal practitioners.
- Disseminate accurate updates on executive actions, policy shifts, and local/state laws affecting immigrant communities.
- Maintain organized and confidential case files; track goals, services delivered, and follow-up needs.
- Adapt strategies based on changes in client circumstances or immigration policy.
- Maintain a vetted directory of immigration attorneys, DOJ-accredited agencies, and legal clinics.

- Refer clients to external resources, including legal services, ESL classes, food access, housing support, and mental health services.
- Act as a liaison between clients and partner agencies to ensure coordinated care.
- Canvass neighborhoods, attend community events, and collaborate with local partners to raise awareness of available services.
- Build trust with residents through consistent, visible community presence.
- Organize public forums and legal info sessions in collaboration with community leaders and legal partners.
- Monitor and interpret changes in immigration laws and local/state/federal policy.
- Attend trainings, webinars, and legal roundtables to stay current on evolving laws.
- Adjust internal guidance and public materials accordingly.
- Advocate for clients' access to services and legal protections.
- Support community organizing and awareness campaigns that uplift immigrant rights.
- Empower clients to advocate for themselves and their families through education and leadership development.
- Monitor local, state, and federal immigration policies and advocate for fair and inclusive practices that support immigrant communities.
- Represent ICC in relevant coalitions, campaigns, and public forums to amplify community voices and influence policy change.

JOB SPECIFICATIONS OR QUALIFICATIONS, SPECIAL WORKING CONDITIONS

- Bachelor's degree in social work, law, international relations, human services, or a related field preferred.
- Paralegal certification or comparable legal experience strongly preferred.
- Minimum 2 years working with immigrant communities, preferably in a legal or advocacy role.
- Strong familiarity with U.S. immigration procedures and community-based legal assistance.
- Experience in workshop facilitation, case management, and culturally competent service delivery.
- Working knowledge of immigration forms, terminology, and eligibility requirements.
- Ability to explain complex legal concepts in an accessible language.
- Familiarity with local/state/national immigrant rights and public benefits programs.
- Strong organizational, verbal, and written communication skills.
- Proficiency with Microsoft Office, Google Suite, and case tracking systems.
- Fluency in Spanish and/or Portuguese is required.
- Combination of office-based work and field outreach.
- Flexibility to work evenings or weekends based on community and client needs.

Core Values

Core values, including mutual respect, empathy, fairness and transparency, commitment to excellence, and accountability, animate ICC.

Mutual Respect: We accept the importance of each person's rights, customs, and wishes. We are courteous and supportive in our interactions with clients and colleagues.

Empathy: We strive to understand what others are experiencing and feeling by trying to see things from their perspectives. We are willing to give our time and energy to the community and are constantly searching for ways to improve the lives of those we serve.

Fairness and Transparency: We are committed to authentic, two-way communication, willing to listen without judgment and, with respect, express our point of view. We cherish diversity and inclusiveness, embracing the community with its input and feedback.

Commitment to Excellence: We provide the highest quality service possible, earning trust and exceeding expectations. We continuously learn from experience. We approach challenges with creativity and flexibility.

Accountability: We are responsible for the quality and outcomes of the programs we provide, for explaining why deviations from reasonable expectations may have occurred, and for responding responsibly at all times, especially when errors in behavior or judgment have happened.

ICC is an Equal Opportunity Employer committed to further building and maintaining a staff that reflects our community's full range and diversity. Not only do we embrace and celebrate the diversity of our community members, but we also strive for the same in our employees. ICC is committed to equal employment opportunity regardless of race, color, ethnicity, ancestry, religion, national origin, gender, sex, gender identity or expression, sexual orientation, age, citizenship, marital or parental status, disability, veteran status, or other class protected by applicable law. We are looking for a diverse applicant pool. We strongly encourage women of color, persons with disabilities, immigrants, members of the LGBTQ community, and people from low-income and working-class backgrounds to apply.

If interested, please send a resume and cover letter to ICCHiring@ironboundcc.org with the subject line "Immigration Resource Navigator."