



Operations Manager

About the Organization

Canal Alliance exists to break the generational cycle of poverty for Latino immigrants and their families by lifting barriers to their success.

Canal Alliance is a nonprofit champion of immigrants who are challenged by a lack of resources and an unfamiliar environment. Every day, we educate, empower, support, and partner with motivated immigrants to best meet all their unique needs—from putting food on the table, to becoming American citizens, to learning English, to graduating from college

Canal Alliance strives for a trauma-informed collaborative and inclusive culture. We invest in high quality services, professional development, and work-life balance.

Position Summary

The operations manager supervises legal assistants, tracks deadlines, supports case management, oversees the day-to-day operations, does peer review for designated ILS staff, and organizes the distribution of the ILS caseload with the managing attorney and the supervising attorneys. The operations manager will work in a collaborative and trauma informed environment delivering high quality service. This is a full-time, exempt position. The operations manager reports to the managing attorney.

Essential Functions

- Train, mentor and supervise legal assistants
- Assign and help supervisees manage caseload in a manner that supports work-life balance
- Ensure ILS staff complies with ILS policies, procedures, and best practices including entering data into our case management software (LawLogix), collecting fees, executing contracts with clients, filing applications in a timely manner and meeting all deadlines by regularly running reports and auditing the management system
- Work with managing and supervising attorneys to coordinate distribution of ILS caseload
- Assist managing attorney in improving effective and efficient inter and intra agency referral systems
- Provide ILS staff with internal process and LawLogix support
- Develop and/or update all materials related to client communication
- Attend meetings with USCIS as needed
- Work with administrative assistant to coordinate ordering of supplies
- Occasionally conduct consultations, prepare forms and conduct peer reviews as needed
- Participate in regular peer review meetings, attend immigration legal trainings and behavioral health trainings as needed ?
- Participate in other team and agency meetings
- Oversight of contract and grant management with extensive training provided through an independent contractor short-term

Requirements



- Bilingual -English and Spanish- fluency
- Minimum of 3 years of experience in immigration law
- Proficient in Excel, Outlook and Word
- Able to sit for an extended period of time and sufficient mobility to work in standard office/courtroom settings
- Canal Alliance requires all staff be COVID vaccinated with the exception of those who have medical or religious beliefs exemptions

Preferred Qualifications

- Willingness to obtain DOJ accreditation within the first year
- Managing/supervision experience
- Experience developing and implementing internal processes within a legal team
- Excellent attention to detail, organizational, communication, writing and analytical skills
- Proficiency in other Microsoft and Google-based tools
- Ability to meet deadlines in a fast-paced environment and excel in working individually/remotely, as well as in a team setting.
- Commitment to serving immigrants and sensitivity to the needs of low-income, vulnerable clients.
- Experience working with LawLogix or other legal case management software.

Compensation

This is a full-time, exempt position with benefits and a pay of \$72,000/yr. We offer a competitive salary with a benefits package that includes 3 weeks paid vacation a year, 12 days of sick leave a year and 100% paid employee medical & dental insurance as well as long term disability and an employee assistance program. In addition, there are 16 paid holidays annually, a 403(b)-retirement plan and a Flex cafeteria plan.

Canal Alliance Equity and Inclusion Statement

Canal Alliance actively promotes and recognizes principles of fairness, equity, and social justice in relation to, and across, intersections of race, age, color, national origin, ethnicity, citizenship, sex, sexual orientation, gender identity, gender expression, religion, disability, ancestry and all other identities represented among our diverse employees. By appreciating the importance of inclusion, we acknowledge that the collective and individual talents, skills, and perspectives of our staff foster a culture of belonging, safety, collaborative practice, innovation, and mutual respect. Canal Alliance is committed to the transformation of attitudes and systems that deprive any person or group of these principals.

Application Process

Please submit application through this link

<https://recruiting.paylocity.com/Recruiting/Jobs/Details/1339074>