



MOSAIC  
FAMILY SERVICES

**Position:** Citizenship Specialist  
**Supervisor:** Citizenship Program Director  
**Program:** Refugee Citizenship Services  
**Location:** Dallas, TX  
**Hours:** M-F 8:45 AM to 5:15 PM  
**Type:** Full-time, 40 hours/week  
**Classification:** Non-exempt

### **ABOUT MOSAIC FAMILY SERVICES**

Mosaic Family Services is a safe haven for survivors of human rights abuses including intimate partner violence and human trafficking. Mosaic provides shelter, counseling, and comprehensive social services as well as legal representation. Mosaic Family Services transforms, empowers, and rebuilds our clients' lives through culturally competent services.

### **Job Summary**

The Citizenship Specialist conducts client intakes, assists clients in completing their applications for adjustment of status or naturalization, maintains client files and database, and provides resources to clients to successfully complete their immigration process.

### **Essential Functions and Responsibilities**

- Pre-screen clients, conduct client intakes and identify the need for assistance.
- Follow up with client to obtain any additional documentation.
- Prepare applications for adjustment of status (Form I-485) and naturalization (N-400) and other forms.
- Ensure that all intake forms and applications are complete and accurate before final submission to Accredited Representative and finally to USCIS.
- Refer refugee clients to English-as-a Second Language (ESL) training and Civics Instruction.
- Create new client case files and manage the filing system based on RSS program requirements.
- Monitor and document any case development within five business days, timing requirements, updates, and ensure cases are in good standing.
- Maintain communications with clients about status changes, meetings, appointments (i.e., scheduled USCIS upcoming appointments in a timely manner, and follow up with clients to ensure attendance).
- Maintain appointment calendar including schedules for clients' appointments, client intakes, and staff meetings.
- Assist with filing and tracking clients, surveys, staff activities and outreach to clients.
- Maintain and update any forms, agreements, flyers, or information disseminated to clients, including translating said documents.
- Process outgoing and incoming mail for Citizenship Services Program.
- Data entry of client information, including database management and new Refugee Data Tracking system required under subcontract with Texas Office for Refugees (TXOR)

(Catholic Charities Fort Worth).

- Maintain accurate and updated client tracking lists and client numbers.
- Assist clients to gather information needed for responding to (RFEs) and to any case changes or updates.

### **Qualifications and Skills**

#### *Required*

- Bachelor's degree or equivalent in human services field or
- 2-5 years of work experience in a field that develops the skills required for the functions and responsibilities of this position.
- Effective communication with, and sensitivity to culturally diverse populations
- Proficient with Microsoft Office Suite, Google products, database, word processing software, Zoom, and email.
- Skills, knowledge, and experience with creating written content through any medium
- Organized and ability to prioritize high volume workload.
- **Bilingual in English and Arabic.**

#### *Preferred*

- Experienced in refugee and immigrant services.
- Knowledge and experience with local community resources.

**Salary Range:** \$40,000 - \$42,000

#### **Benefits:**

- Health, vision, and dental insurance
- Life & AD&D insurance
- Retirement matching
- Paid time off, holidays, parental leave
- Employee Assistance Program

#### **DEI Statement**

*Mosaic is committed to creating and advancing a culture of inclusion, diversity and belonging where all feel engaged, respected, and valued. Mosaic will not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, gender, gender identity, sexual orientation, age, familial status, or disability. We strongly encourage persons with lived experiences of our client populations in addition to members of traditionally underrepresented communities to apply, including people of color, LGBTQIA+ identified people, gender-nonconforming people, people with disabilities, veterans, and people who speak a language in addition to English.*