



MOSAIC
FAMILY SERVICES

Position: Citizenship Specialist – French, Kinyarwanda, or Kirundi AND Swahili

Supervisor: Director of Citizenship Services

Program: 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

Citizenship Specialist supports the Citizenship Director, assists clients in completing their applications for citizenship, and provides resources to successfully complete the citizenship 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, and 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.



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- 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 French, Kinyarwanda, Kirundi, AND Swahili.**

Preferred

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

Salary: Starting \$45,000.00 annually+ DOE

Benefits:

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

DEI Statement

Mosaic is dedicated to fostering a culture of inclusion, diversity, and belonging where everyone feels engaged, respected, and valued. We do not discriminate based on race, color, creed, religion, national origin, gender, gender identity, sexual orientation, age, familial status, or disability. We encourage applications from traditionally underrepresented communities including BIPOC, LGBTQIA2S+, people with disabilities, veterans, multilingual individuals, and especially individuals with lived experiences similar to our client populations.