



Job Title: Program Assistant
Program/Dept.: Immigration
Classification: Temporary, Full-Time, Non-Exempt
Salary Range: \$20.00/Hourly
Reports to: Program Manager
Location: 4879 E. Cesar Chavez Blvd, Fresno, CA 93727
Date: March 13, 2025

1. AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 30+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Holistic Wellness Program, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Empower, and Cultivate”. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

The Fresno Center’s Mission Statement: To assist individuals in becoming self-sufficient, self-fulfilled and productive members of the community while fostering cultural preservation and promoting cross cultural understanding.

The Fresno Center’s Vision: The Fresno Center will be a champion for positive change through empowerment, education, and collaboration.

2. THE PROGRAM

The immigration program provides immigration services mainly related to citizenship. This program has been a fundamental of TFC to assist the unserved and underserved immigrant communities navigate and utilize the immigration system especially in naturalization – understanding the process and requirement to becoming US citizen.

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for terminations which are due to the defunding of Federal or State Contracts/Grants. The Fresno Center is at-will and may be terminated by you or the company at any time regardless of the end date of the Federal or State Contracts/Grants.

3. POSITION SUMMARY

The Program Assistant will support the Immigration Program under the supervision of the Program Manager. This role involves conducting outreach, educating the community, and increasing awareness of immigration policies and naturalization requirements. The Program Assistant will work directly with diverse immigrant populations to facilitate naturalization applications and promote community engagement.

4. JOB DUTIES & RESPONSIBILITIES

- 4.1 The Program Assistant will assist clients with understanding immigration rights and completing the naturalization application to citizenship.
- 4.2. Program Assistant will outreach and educate the community in Fresno County on immigration policy and processes.
- 4.3. Program Assistant will meaningfully engage in Fresno immigration collaborative activities to ensure the perspectives and voices of residents are heard and reflected in the overall direction of the immigration policy.
- 4.4. Program Assistant will work in collaboration with other local and statewide partners to advocate for issues related to immigrants.
- 4.5. Program Assistant will utilize ethnic TV and Radio to educate, advocate, and outreach for increasing investments in immigrant and pathway to citizenship advocacy.



- 4.6. Program Assistant will work to increase meaningful resident engagement and understanding their rights and responsibilities.
- 4.7. Other duties as assigned

5. MINIMUM QUALIFICATIONS:

- 5.1. Minimum of a A.A. Degree in Communication, Education, Social Welfare, Psychology, Sociology, and Social Science or related field
- 5.2. Bilingual in Spanish (written and spoken).
- 5.3. Ability to work some evenings and weekends
- 5.4. Must pass background check/Live Scan and Drug Test
- 5.5. Commitment to the mission and values of the organization
- 5.6. Passion for community building and development

6. COMPENTENCY:

- 6.1. Strong interpersonal and communication skills.
- 6.2. Ability to work independently and collaboratively in a team setting.
- 6.3. Highly organized and detail-oriented.
- 6.4. Ethical, accountable, and committed to social justice.
- 6.5. Problem-solving and critical-thinking skills.
- 6.6. Adaptability and flexibility in a dynamic work environment.

7. PERSONAL QUALITIES

- 7.1. Accountable
- 7.2. Diligent and organized.
- 7.3. Ethical and loyal
- 7.4. Punctual
- 7.5. Flexible
- 7.6. Problem-solver
- 7.7. Creative
- 7.8. Honest

8. WORK ENVIRONMENT:

- 8.1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- 8.2. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

9. TYPICAL WORKING CONDITIONS:

- 9.1. The office setting is a normal environment.
- 9.2. Occasionally work during early morning, evening, or weekend.
- 9.3. May be subject to temperature variances in the office.
- 9.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.

10. TYPICAL PHYSICAL DEMANDS.

- 10.1. Requires sitting, standing, or walking for up to eight hours a day.
- 10.2. Some bending, stretching, or reaching may be necessary.
- 10.3. Lifting to 40 pounds may be required on occasion.
- 10.4. Vision must be correctable to 20/20
- 10.5. Hearing must be in the normal range for telephone contact.

11. POSITION TYPE AND EXPECTED HOURS OF WORK:

- 11.1. Full-time, typical work hours are between 8:00 am to 5:00 pm, Monday to Friday
- 11.2. Evenings and weekends as needed.



12. TRAVEL:

- 12.1. Travel time is expected for the position. Travel time includes travel to meetings, off-site training, or between job sites, as needed, locally.
- 12.2. Individuals may also be expected to use their own vehicle to travel and with mileage reimbursement.
- 12.3. A company car may be used when transporting a client to and from his or her placement, or field activities.

13. REQUIRED EDUCATION AND EXPERIENCE:

- 13.1. Minimum of a A.A. Degree in Communication, Education, Social Welfare, Psychology, Sociology, and Social Science or related field
- 13.2. Experienced working with the immigrant community in the area of advocacy, education, immigration, and social services
- 13.3. Knowledgeable of naturalization process to citizenship and immigration policy.
- 13.4. Experienced working with community agencies and organization
- 13.5. Experience in public outreach, community organizing, or social services.
- 13.6. Prior knowledge and experience of governmental systems and policy changes

14. Affirmative action plan/Equal employment opportunity (AAP/EEO):

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.

15. Acknowledgment

I acknowledge that I have read and understand the above job description, responsibilities, and standards of the position. I understand that the job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

I understand the position is contingent upon continued funding and (The Fresno Center) will not be responsible in any manner for terminations which are due to defunding of Federal or State Contracts. I understand that I am an at-will employee and can be terminated at any time with or without cause.

Print Employee's Name

Employee's Signature

Date