



JOB DESCRIPTION

Title:	Immigration Liaison	Department(s):	Administration
Reports to:	City Attorney	Location:	Municipal Building
FLSA:	Exempt	Pay Grade:	
Shift:	Day	Status:	Full-Time
Bargaining Unit:	None	Date:	May 2026

JOB SUMMARY

The Immigrant Inclusion & Community Resource Navigator supports immigrant and newcomer residents by helping them access employment, small business opportunities, housing stability, city services, youth programs, and public safety resources. The position strengthens trust between residents, city departments, and community partners, with special collaboration across Police, Schools, Housing, Libraries, and local nonprofits. The goal is to accelerate economic mobility, reduce poverty, and improve community safety.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary.

Workforce and Skills Navigation

- Assist residents in translating foreign degrees, gathering documentation, and navigating affordable credential evaluation.
- Maintain city resource guides listing local employers open to hiring without U.S. credentials.
- Deliver job-readiness workshops including resume translation, interview preparation, and workplace norms.
- Support the development of an “Immigrant-Friendly Employer Network” and promote employers who reduce unnecessary credential barriers.

Small Business and Entrepreneurship Support

- Provide one-on-one assistance for business licensing processes (LLC registration, food permits, signage, childcare licensing, etc.).
- Coordinate with nonprofits and CDFIs to connect residents to micro-grants (\$1k–\$5k) and small-business supports.
- Organize mobile pop-up markets and help vendors access low-cost vending permits.
- Facilitate partnerships with credit unions to expand ITIN-based or alternative-ID business banking options.

Housing Stability and Legal Pathways

- Deliver multilingual tenant-rights orientations for newcomers.

JOB DESCRIPTION – IMMIGRATION LIAISON

- Support mediation between landlords and tenants to resolve cultural or communication-based misunderstandings.
- Coordinate low-cost immigration legal clinic events with universities, nonprofits, and faith partners.
- Assist residents in navigating essential documentation (consular IDs, birth certificates, ITIN numbers).

Access to Benefits and City Services

- Organize “Benefits Enrollment Days” with interpretation for WIC, Head Start, SNAP education, and other supports.
- Maintain and update a multilingual directory of city services, healthcare resources, adult education, and libraries.
- Connect families to emergency financial assistance through local government or nonprofit partners.

Education and Youth Support

- Operate a School Enrollment Help Desk to assist families with required records, forms, and transportation questions.
- Coordinate parent education workshops on school expectations, special education rights, and family engagement.
- Partner with Parks & Recreation and local businesses to place immigrant teens in youth employment programs.

Community Safety and Trust Building

- Collaborate with the Police Department to deliver “Know Your Rights” and non-enforcement information sessions.
- Help victims of crime access compensation programs, domestic violence services, or trafficking support without fear.
- Improve language access in public safety by creating simple officer and resident communication tools.
- Support city efforts to reduce exploitation, increase crime reporting, and build trust with vulnerable communities.

SUPERVISION RECEIVED AND/OR EXERCISED

- Works under general supervision of the City Attorney, however, frequent communication and information sharing will occur with law enforcement personnel. Performs recurring job duties independently.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience and Skills

- Experience working with immigrant, refugee, or multilingual communities.
- Knowledge of social services, workforce programs, and community resources.
- Strong communication skills; multilingual ability is essential.
- Ability to navigate complex systems (housing, education, business licensing, benefits).
- Cultural competency and trauma-informed practice skills.
- Ability to build partnerships with nonprofits, schools, law enforcement, and employers.

Other Requirements

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- Demonstrated professionalism, integrity, and sound judgment.
- Ability to maintain strict confidentiality of sensitive information.
- Proficiency with modern office software and public safety technology systems.

WORK ENVIRONMENT

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

- Occasional evening or weekend work for community events.
- Ability to travel locally between worksites and partner organizations.
- Comfort working in community settings, city offices, and outreach environments.

The City of Whitewater is an Equal Opportunity Employer. In compliance with the American with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Nothing in this job description reflects management’s right to assign or reassign duties and responsibilities to this job at anytime. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Acknowledgment: _____ Date: _____

The above statements reflect the general details necessary to describe the principal functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.

Supervisor Date

Department Head Date

Human Resources Date

City Manager Date