



JD-07-2020-43

Description

The Public Engagement and Outreach Team at CISOMB facilitates open and transparent communication with USCIS, external stakeholders, and applicants by sharing feedback, working with USCIS' leadership, coordinating follow-up and reporting back to stakeholders. The division also works closely with various DHS offices and components to support the implementation of highly visible outreach programs and public education initiatives.

Component Name: Office of the Citizenship and Immigration Services Ombudsman (CISOMB)

Position Title: Community Outreach Specialist

Grade Level: GS 13 Series 0301

Duration: Six months with the option to extend to a year

Location: Virtual

Employee Responsibility: *Employees interested in a detail opportunity must pursue and receive all necessary approvals within their chain of command i.e., supervisors and/or managers, prior to accepting the detail opportunity.*

Duration: *For Personnel Servicing Offices only – Details are processed in 120-day increments in accordance with 5 U.S.C. §3341 and can be extended in 120-day increments as needed.*

Type of Position: ☒ Competitive Service
*** Details of excepted service employees to the competitive service requires OPM approval through the Office of the Chief Human Capital Officer.*

Type of Detail: ☒ Non-reimbursable (JDP does not pay expenses)

Package Acceptance Period: **Start:** 9/28/20 **End:** Until Filled

Clearance Required (y/n): No

If yes, what level of security clearance? None

***** Military or Contracted Personnel NOT eligible to apply**

***** No temporary promotions will be granted**

***** No Joint Duty Credit Awarded**

Description of Responsibilities:

The Community Outreach Specialist (GS-301-13) is responsible for assisting the Chief of Public Engagement and Outreach with the following duties:

- Planning, evaluating, and implementing community outreach and associated programs related to USCIS' delivery of immigration benefits, services, and associated policies.
- Establishing and maintaining partnerships with external stakeholders, as well as federal, state, and local agencies to understand concerns and gather information for drafting recommendations to improve the delivery of immigration services.

- Promoting dialogue about CISOMB and USCIS policies and programs by supporting the coordination of forums, community meetings, and other special engagements.
- Advising CISOMB senior management on interpreting, developing, and analyzing policy/program activities related to stakeholder engagement and the challenges faced by individuals and employers as it relates to immigration matters.
- Representing CISOMB on interagency working groups and at stakeholder engagements.

Qualifications Required:

Public affairs experience.

- Strong written and oral communication.
- Knowledge of Drupal (a content management system for websites) or willingness to enroll in free training to become proficient in the program.
- Experience completing or adjudicating immigration benefit applications and familiarity with the Immigration and Nationality Act (INA), Title 8 of the Code of Federal Regulations and related federal regulations, and an understanding of USCIS adjudication policies, procedures, mission, functions, organization, and programs is preferred.
- Analytical skills to gather feedback from stakeholders and to identify strategic engagement opportunities.
- Demonstrate flexibility in presenting, selecting, and managing competing demands and uncertainties.
- Ability to track data and metrics to monitor outreach efforts.

In addition:

- Have an "achieved expectations" or "proficient" rating on his/her most recent performance evaluation; and
- Not have an outstanding disciplinary action or grievance against them

How to Apply: Submit the following documents to jointdutyprogramoffice@hq.dhs.gov , with “***Detail Opportunity*** – Community Outreach Specialist” in the subject line:

- Submit **Joint Duty Assignment Application- [DHS Form 250-02](#)**
- **Resume** (please do not include any personally identifiable information (PII) (i.e., home address, social security number, or date of birth)
- **Redacted SF-50**, removing PII (i.e., social security number or date of birth)

Point of Contact: **Email:** jointdutyprogramoffice@hq.dhs.gov
