



Job Title: **Case Management Coordinator**  
Department: Economic Empowerment Department  
Reports to: Economic Empowerment Director  
Status: Full time position 40 hours

**About LAA:** The mission of the Latin American Association (LAA) is to empower Latinos to adapt, integrate and thrive. Our vision is 'Opportunity for all.'

Founded in 1972 to serve Atlanta's then-emerging Latino population, the LAA has grown to become the region's leading agency representing Latino issues. The LAA invests in individuals' and families' abilities to pursue education, employment and other opportunities that lead to improved economic stability and quality of life. Our 50-year history and community-based mission render the organization truly unique in its work and capabilities. The LAA stands as the oldest, most trusted and only fully bilingual organization in the region focused exclusively on the needs and concerns of the Latino community.

Serving nearly 55,000 individuals each year, the LAA offers Atlanta area Latinos an extensive range of evidence-based services, programs and supports to help them fully and successfully integrate into the community. Our focus areas & programs include: Family Well Being; Economic Empowerment; Immigration Legal Services; Youth Education and Advocacy.

**Latina Entrepreneurship Program:** Started in 2014, the LEP has the purpose of empowering Latina women to realize their full potential through economic advancement. This Latina's program at the Latin American Association, represents a concerted effort to address the barriers that perpetuate Latina women's low economic status. The framework of this program is based on best practices in women's economic empowerment to create access to resources and opportunities through culturally and linguistically appropriate education, vocational training, entrepreneurship, and advocacy. LEP is a component of the LAA's Economic Empowerment Department.

**Latina Entrepreneurship Program** is opening full-time position based on grant resources availability for one (1) year. This position is ideal for Bilingual/Multicultural professional with business development, customer service, administration, digital marketing, or related field background who are seeking to increase their experience and knowledge around working with Latina/immigrants' communities.

**Position Purpose:** The position intent to support the broad activities in the Latina Entrepreneurship Programs. The characteristics crucial to success in the position include community development commitment, creative initiative skills, computer skills, data processing and management, excellent communication, and a strong appreciation for working in a collaborative, inclusive, diverse, and participative environment. The case manager will work closely with the participants of the program to manage **intake, needs assessment, service planning, and monitoring and evaluation** as well as collecting, keeping, and processing records related with them.

**Duties and Responsibilities:**

- Provide intensive case management services to clients. Keep updated information about participants, their business and progress indicators.
- Provide scheduled client follow up at 30, 60, 90 days up to 12 months to identify progress and provide additional support and services as necessary.
- Maintain accurate case files, client records and other agency documents.
- Record client data using the Efforts to Outcomes database using digital platforms (Jotform, Wufoo, Salesforce, others).



- Provide monthly and quarterly service reports.
- Support other activities that the Program team is involved.
- Attend required meetings in person or virtual.

#### **Qualifications**

- Bachelor's degree in Business Administration, Economics, Communications, or related field desirable
- More than 2 years of experience in the related functions with prove of execution.
- 1 year experience in economic development, workforce development, coordinating events in a non-profit setting preferred
- Fluency in both English and Spanish
- Excellent written, oral presentation and interpersonal skills
- Strong organizational skills and attention to details
- Ability to work with people of diverse backgrounds
- High level of proficiency in Microsoft Word, Excel, and Power Point, and in digital platforms for collecting data.
- Data analysis
- Comprehensive understanding of the needs of the Latino community

#### **Skills**

- Leadership skills
- Adaptability
- Self-motivation
- Organizational skills
- Computer Skills
- Close attention to detail and the ability to plan
- Ability to work under pressure and adaptability to change
- Administrative and clerical skills
- Interpersonal skills
- Excellent written and verbal communication

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform other related duties as may be required by their supervisor. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

To submit a resume or for more information, please contact Jose Valer at [jvaler@thelaa.org](mailto:jvaler@thelaa.org).

Learn more about the LAA at [www.thelaa.org](http://www.thelaa.org).