



Latin American  
Association

## JOB DESCRIPTION

<b>JOB TITLE: Part-Time Homeless Prevention Program Case Manager</b>	<b>LOCATION: NWGA / Dalton Office</b>
<b>REPORTS TO: Managing Director, Family Wellbeing</b>	<b>DEPARTMENT: Family Wellbeing</b>
<b>STATUS: Part-Time Contract Temporary</b>	<b>LAST DATE REVISED: 06/21/2023</b>

### About the Latin American Association

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. Our 43-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.

Impacting over 44,000 individuals each year, the LAA offers Latinos an extensive range of evidence-based services, programs, and support to help them achieve success. Our core programs include: Family Services; Employment Services; Women's Economic Empowerment Program; Domestic Violence Legal Program; Immigration Legal Services; Education and Language Services; Youth Programs; and Policy and Advocacy Program.

### **POSITION SUMMARY**

The Family Well-Being Specialist supports the Homeless Prevention Program through direct service delivery. Responsibilities include providing intensive case management services to clients to prevent homelessness and connecting clients with stabilizing LAA resources and services. This is a part-time temporary position from 16 to 20 hours a week.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Conducts client intake process to determine client's eligibility for resources and assess support needed.
2. Collects data and informs clients about the eligibility process based on program requirements.
3. Assess, pre-screen, and provides case management by gathering information and supporting documentation for the eligibility process.
4. Provides direct financial assistance (rent/utility/mortgage assistance) to individuals and families at risk of homelessness or homeless, eviction/foreclosure, and utility disconnection.
5. Support program participants with any immediate need, crisis intervention, and support by connecting them with community resources such as shelter placement, health care, mental health services, and benefits or other resources to address the level of support required.

6. Provides referrals to link clients to housing stability resources such as budget counseling, applying for public benefits, domestic violence assistance, and aging/disability assistance. Also provides external referrals for info such as child tax credit, child support, landlord/tenant, and legal/health referrals.
7. Develop a case plan in collaboration with program participants with achievable goals and follow-up by providing support, and connecting with resources or providing advocacy for families to reduce barriers to gain housing stabilization.
8. Records client data using the program's database system daily basis.
9. Collects information and documentation, maintains accurate case files and confidentiality of client records.
10. Attends supervision and FWB departmental meetings, as needed.

## **QUALIFICATIONS**

The qualifications listed below are representative of those required to successfully perform the essential duties and responsibilities of this position.

### **Education and Experience:**

- Bachelor's Degree (BA/BS) or equivalent in experience.
- Minimum two years of experience in social work-related field working with at-risk/low-income clients
- Minimum of five years of nonprofit experience, casework, and community networking

### **Knowledge, Skills, and Abilities:**

- Strong skills in needs assessments, cultural competence, careful analysis, and advocacy efforts.
- Knowledge of community resources and social service agencies preferred.
- Demonstrated ability to work effectively and respectfully with a diverse client population as well as with community members.
- Displays empathy, active listening, and sensitivity to the needs of low-income and culturally diverse clientele.
- Ability to effectively negotiate and cultivate strong partnerships.
- Strong crisis management, problem-solving, conflict resolution, and critical thinking skills.
- Strong public speaking and interpersonal skills with the ability to effectively present information to a wide variety of audiences.
- Basic computer knowledge (e.g. Microsoft Word, Excel, Outlook), internet, VPN.
- Excellent verbal & written communication skills in both English & Spanish languages.
- Fluency in Bilingual customer service, education, translation services, and overall communication.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Occasionally required to stoop, kneel, crouch, or crawl; taste or smell.
- Frequently required to stand; walk; sit; talk; hear; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance.
- Occasionally required to lift and/or move up to 10 pounds

## **WORK ENVIRONMENT**

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

- Regular, on-site attendance is required
- Work is primarily in a climate-controlled office building or with moderate noise level

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Acknowledgement :      Employee \_\_\_\_\_ Date \_\_\_\_\_

Manager                      Cynthia Roman                      Date 06/21/2023

This job description is a multi-use document to assist the manager in organization planning, selection, training, and performance management; and to assist the employee in understanding the requirements and responsibilities of his or her position. Given the changing nature of any organization, the responsibilities of any position may change on a temporary or permanent basis to suit the needs of the company. Nothing in this document should be interpreted as limiting or restricting the company from making such changes in job assignments or job responsibilities, as it may deem necessary. The company reserves the right to amend or modify the contents of this document at any time. Nothing in this document shall be construed as an offer, contract, or guarantee of employment or work assignment