



Latin American  
Association

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Human Resources  
Revised 11/2023

Job Title: New Comers/Newcomers/asylum seekers Case Manager and Referral Coordinator  
Department: Family Well-Being Department  
Reports to: Managing Director of Family Services  
Status: Temporary Contract Full-time position 40 hours / \$25.00 per hour  
Location: Main Office

**The Family Well-Being Program is opening a full-time temporary position until Dec. 31<sup>h</sup>, 2023. This position is ideal for Bilingual/Bicultural recent graduate bachelor students with social work, psychology, human services, health education, or related field backgrounds seeking to increase their experience and knowledge around working with Latinx /Immigrant communities.**

**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 44-year history and community-based mission make the organization 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.

**Job Summary: The Newcomers/Asylum Case Manager and referral Coordinator** plays a pivotal role in supporting newcomers/asylum seekers by providing comprehensive resources and coordinating referrals to ensure their needs are met effectively. This position requires organizational, interpersonal, and communication skills to facilitate a smooth process for newcomers/asylum seekers accessing essential services.



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## **Duties and Responsibilities:**

### **Resource Coordinator**

- Identify, compile, and maintain a comprehensive community resources available to new comers, new comers/asylum seekers, including but not limited to housing, legal assistance, healthcare, education, and employment opportunities.
- Regularly update and verify the accuracy of the resource database to ensure information is current and relevant.

### **Referral Management**

- Assess the individual needs of new comers/asylum seekers and make appropriate referrals to external organizations or agencies that can provide the required assistance.
- Establish and maintain effective communication channels with partner organizations to facilitate seamless referrals and track the progress of individuals receiving services.

### **Case Management**

- Collaborate with Family Stabilization and Well Being department case managers and other relevant staff to ensure a holistic approach to addressing the needs of newcomers/asylum seekers.
- Maintain detailed and confidential records of each case, tracking the services provided and the outcomes achieved.

### **One-on-one advocacy**

- Advocate for the needs and rights of newcomers/asylum seekers, staying informed about changes in policies and regulations that may impact their access to resources.
- Collaborate with advocacy groups to contribute to systemic improvements in support services for newcomers/asylum seekers.

### **Reporting**

- Prepare regular reports on outcomes of referrals, the utilization of resources, and any challenges faced in the coordination process.
- Provide updates to management and stakeholders as required.



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### Qualifications

- Fluency in both English and **Spanish REQUIRED**
- Bachelor's degree in Social Work, Human Services or related field required
- 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

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 Cynthia Roman at [croman@thelaa.org](mailto:croman@thelaa.org).

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

Facebook: [www.facebook.com/LAAatlanta](https://www.facebook.com/LAAatlanta)

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