Latin American Association

JOB DESCRIPTION

JOB TITLE: Case Manager	**LOCATION: Atlanta**
REPORTS TO: Workforce Development Director	**DEPARTMENT: Economic Empowerment – Workforce Development**
STATUS: Full time position	**LAST DATE REVISED: October 2025**

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.'

The Latin American Association works to lower the barriers to economic mobility and prosperity that Latino immigrants face as they adapt and integrate to life in the United States. No other organization in Georgia serving Latinos has the geographic reach, breadth of services, expertise and longevity that the LAA has. Founded in 1972, the work of the LAA improves the lives of 40,000 individuals every year.

The WFD team works from overcoming barriers to gainful employment, our professional services empower Latinos by seamlessly guiding them from English language acquisition to job placement, offering tailored skills assessments, comprehensive trainings, and personalized support in job readiness, resume building, and interview skills, while leveraging our strong employer relationships for successful placements.

POSITION SUMMARY

The WFD Case Manager is a dedicated and detail-oriented professional to play the pivotal role of Case Manager within our dynamic Workforce Development Unit. This role is integral to our commitment to empower individuals through comprehensive workforce development initiatives. The Case Manager will spearhead the meticulous management of client cases, ensuring the seamless execution of programs that align with our organizational mission. She/he will be responsible for creating, updating, and managing the WFD client's information.

Detailed oriented, organizational skills, strong communication a deep understanding of the workforce development are essential. Additionally, a commitment to community development, goal orientation, data processing and management, flexibility and appreciation for collaboration, inclusivity, diversity, and participation are crucial.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Case Manager plays a dual role: providing comprehensive case management to support clients' career journeys and leveraging data to inform program development, measure impact, and drive continuous improvement.

1. Case Management:

   Manage a portfolio of clients using a client-centered approach, ensuring individualized support throughout their workforce development journey.

   Maintain accurate, timely, and confidential client records in compliance with organizational and legal standards.

   Track and monitor client progress through all stages of WFD programs, identifying and addressing barriers to success.

   Update employment status for clients, job seekers, students, and alumni on a monthly basis.

Conduct regular case reviews and provide guidance, referrals, and resources to help clients achieve their goals.

Collaborate with internal teams to resolve challenges impacting client outcomes.

Stay informed on workforce development trends, labor market data, and best practices to enhance service delivery.

2. Data Management Leadership:

   Lead data collection & program data management processes for Workforce Development team

   Maintain accurate and timely entry of Workforce Development client information in organizational databases and systems, ensuring data quality and consistency and adhering to data privacy guidelines

   Partner with the Operations Department to align case data with organization-wide data systems, metrics, and reporting standards.

   On behalf of the workforce development program, lead the implementation of organizational and programmatic data collection processes and tools, ensuring staff compliance with data entry protocols.

   Coordinate and collaborate with program and operations teams to review data accuracy, identify trends in Workforce Development outcomes, and address data gaps or inconsistencies.

   Provide program-level insights and feedback to inform data dashboards, funder reporting, and strategic planning efforts led by Operations.

   Participate in data review meetings and support timely submission of client updates and outcomes as requested by program and LAA leadership.

3. Strategic Collaboration:

   Partner with the Operations Department to review aggregate client data and identify patterns or trends that may inform program enhancements within Workforce Development.

   Work collaboratively with Operations to interpret program metrics, ensuring that insights are translated into actionable program improvements.

   Coordinate with Operations on what case-level or aggregate data can be ethically and appropriately shared with external partners, ensuring compliance with LAA's data privacy and confidentiality standards.

   Communicate key program insights, success stories, and impact highlights- in collaboration with Operations- to funders, partners, and community stakeholders.

   Participate in cross-departmental meetings to ensure Workforce Development data contributes meaningfully to organization-wide planning and evaluation.

4. Training and Support:

   Support the onboarding of new Workforce Development staff in case management processes, client documentation standards, and departmental protocols.

   Serve as a liaison with the Operations Department to ensure Workforce Development staff are informed of updates to data systems, dashboards, or reporting tools.

   Participate in Operations-led data quality reviews, providing program-specific feedback to improve accuracy and usability of data tools.

   Share best practices in case documentation and client tracking that enhance program consistency, efficiency, and client outcomes.

   Contribute to internal learning sessions or meetings that strengthen collaboration between program and Operations teams around data-informed decision-making.

5. Additional responsibilities

   Perform other duties as assigned by the WFD Director in alignment with organizational goals.

Ensure compliance with all organizational, departmental, and program policies and procedures.

Support other Workforce Development program activities as needed.

Attend required meetings and professional development sessions

QUALIFICATIONS AND SKILLS:

- Bachelor's degree in technology, Project management or Data Management related areas, also Economics and Human Services related field. It could be equivalent to more than 5 years of specific work experience in the field.
- Proven experience in case management, preferably within the nonprofit or social services sector.
- Advanced proficiency in data management tools and software applications.
- Strong analytical skills with a keen eye for detail.
- Exceptional interpersonal and communication skills, coupled with the ability to work collaboratively in a team-oriented environment.
- Commitment to community development and fostering inclusivity and diversity.
- Bilingual English and Spanish.
- Exceptional organizational and time management abilities.
- Attention to detail and accuracy in maintaining records and documentation.
- Empathy, patience, flexibility and the ability to work effectively with diverse populations.