



Latin American  
Association

## JOB DESCRIPTION

<b>JOB TITLE: Family Well-Being Specialist – Walk-in Services</b>	<b>LOCATION: Atlanta, GA</b>
<b>REPORTS TO: Cynthia Roman, VP FSWB Department</b>	<b>DEPARTMENT: FSWB Department</b>
<b>STATUS: Part-Time /Non-Exempt</b>	<b>REVISED: 02/2026</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.’

The Latin American Association works to lower the barriers to economic mobility and prosperity that Latino immigrants face as they adapt and integrate into 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 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 53-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 44,000 individuals each year, the LAA offers Atlanta area Latinos an extensive range of evidence-based services, programs, and support to help them fully and successfully integrate into the community. Our core programs include: Family Well Being, Economic Empowerment, Immigration Legal Services, Youth Education and Adult Language Services.

### **Program Goal:**

The goal is to foster stabilization services and family well-being, through case management services, connecting individuals with basic needs assistance and further self-sufficiency, and support humanitarian efforts with non-citizen migrants who qualified under SSP funding.

### **Position Summary:**

The Walk-In Services position serves as a key member of the Family Stabilization and Well-Being Department, providing direct support to clients accessing services through the LAA’s walk-in system at the main office. This position ensures that individuals and families in crisis or need of assistance are connected to essential resources that promote stability, self-sufficiency, and overall well-being.

### **Key Responsibilities:**

- Greet and assist walk-in clients with professionalism, empathy and cultural sensitivity.
- Assist clients with the intake process and assess their needs to access the LAAs internal services.
- Guide clients through the completion of applications for financial assistance, public benefits, and other support programs.

- Provide information, referrals, and warm handoffs to community partners for services such as healthcare, mental health, and civil legal aid.
- Conduct scheduled follow-ups (by phone or in person) if needed to monitor progress, provide additional support, and ensure clients remain connected to needed resources.
- Assist the Food Pantry Coordinator with food distribution in the walk-in services area.
- Maintain complete and accurate intake forms, client records if needed, and documentation in accordance with program and agency requirements.
- Utilize data systems such as JotForm, Easy Trak, Client Trak, and Gateway if needed to manage client information and administer financial or benefits assistance.
- Prepare and submit monthly service reports and other documentation as requested.
- Support the LAA events and initiative by promoting them with walk-in clients.
- Adhere to all LAA organizational policies, procedures, and confidentiality standards.

**Qualifications:**

- **Bilingual fluency in English and Spanish - required**
- Associate's or Bachelor's degree in Social Work, Human Services, psychology, or a related field, or equivalent experience
- Excellent written and oral presentation and interpersonal skills
- Strong organizational skills and attention to detail
- Ability to work with people of diverse backgrounds
- High level of proficiency in Microsoft Word, Excel, and PowerPoint.

**Work Environment:**

- Part-time, in office position
- Schedule may vary based on department needs; occasional evening or weekend hours may be required for outreach or events
- Frequent direct interaction with clients in a busy office environment

**Disclaimer**

This job description is not intended to be all-inclusive. The incumbent may be required to perform other related duties as assigned by their supervisor. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

To learn more about the LAA, visit us at: [www.thelaa.org](http://www.thelaa.org)

If you are interested in joining our team, please submit your cover letter and résumé to Human Resources at [jfernandez@thelaa.org](mailto:jfernandez@thelaa.org).

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