



Latin American
Association

JOB DESCRIPTION

JOB TITLE: Housing Navigator	LOCATION: Gwinnett Assessment Center
REPORTS TO: Assessment Manager	DEPARTMENT: Operations
STATUS: Full-Time/Exempt	REVISED: 02/2026

About the Latin American Association

The mission of the Latin American Association (LAA) is to empower our community to adapt, integrate, and thrive. Our vision is Opportunity for All.

The Latin American Association works to reduce the barriers to economic mobility and prosperity that Latino immigrants face as they adapt to life in the United States. No other organization in Georgia serving Latinos matches LAA's geographic reach, breadth of services, depth of expertise, and longevity.

Founded in 1972 to serve Atlanta's emerging Latino population, LAA has grown into the region's leading agency representing Latino issues. The organization invests in individuals' and families' ability to pursue education, employment, and other opportunities that promote long-term economic stability and improved quality of life. With over 53 years of service and a deeply rooted community-based mission, LAA is uniquely positioned to meet the evolving needs of the Latino community. Today, LAA stands as the oldest, most trusted, and only fully bilingual organization in the region focused exclusively on Latino needs and concerns.

Serving nearly 44,000 individuals annually, LAA provides a comprehensive range of evidence-based programs and services to support full community integration. Core program areas include Family Well-Being, Economic Empowerment, Immigration Legal Services, Youth Education, and Adult Language Services.

POSITION SUMMARY

The Navigator will provide guidance to households seeking housing. They will work with individuals and families from the initial request for information, through their connection with housing resources. The Navigator will provide information and support to the household while accurately recording each step in the appropriate system of record. Navigators will administer standardized assessments and determine the appropriate levels and types of support using the Homeless Management Information Systems (HMIS) database. Navigators will also work with community partners to determine what resources are available within the community and make referrals to these partners as appropriate. This position requires in person interaction with households seeking assistance, therefore employees are expected to be in the office each workday.

Responsibilities:

- Guide households through each step of the Gwinnett Coordinated Entry System (GCES), including initial inquiry, intake, assessment, referrals, and system exit.
- Identify and implement creative diversion strategies to prevent households from entering the GCES when appropriate.
- Conduct standardized assessments and determine appropriate levels and types of support.
- Create, maintain, and update electronic HMIS case files and required documentation in a timely and accurate manner.
- Track and update the status of assigned applications and cases.
- Collect and document client feedback to support continuous improvement of the GCES.



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- Safeguard the confidentiality and privacy of client information in accordance with GCES and HMIS requirements.
- Maintain up-to-date knowledge of community resources, including housing and supportive services, and make appropriate referrals.
- Provide professional, respectful, and compassionate customer service to clients, partners, and stakeholders.
- Participate in staff meetings, case conferences, trainings, outreach activities, and other system-related initiatives.
- Perform general administrative duties, including responding to messages, scheduling appointments, maintaining office organization, and updating tracking tools.

QUALIFICATIONS

- Bachelor's degree in Social Work, Human Services, Communications, or a related field, or equivalent relevant experience.
- Minimum of two (2) years of related experience in case management, administrative support, client services, or a similar role.
- Fluency in both English and Spanish is a plus.
- Proficiency in Microsoft Office applications; experience with database systems preferred.
- Demonstrated commitment to the organization's mission and the ability to serve clients with dignity, respect, and compassion.

DISCLAIMER

This job description is not intended to be an exhaustive list of duties, responsibilities, or qualifications. Employees 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.

If you are interested in joining our team and supporting our mission, please submit your resume and cover letter to Jessica Fernandez, LAA HR Generalist, at jfernandez@thelaa.org.

To learn more about the LAA visit us at: www.thelaa.org

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