



Latin American
Association

JOB DESCRIPTION

JOB TITLE: Benefits Enrollment Specialist/ SNAP Case Manager	LOCATION: Dalton, Georgia
REPORTS TO: SNAP Manager and NWGA Managing Director	DEPARTMENT: Family Stabilization & Well-Being Department
STATUS: Full-Time/Exempt	REVISED: 03/2026

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 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 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 of the Family Well-Being Department is to stabilize Latino individuals and families who are homeless or at risk of becoming homeless to prevent housing loss and further self-sufficiency.

Primary Function & Purpose: The Benefits Enrollment Specialist / SNAP Case Manager will work as a member of the Family Well-Being Department to support Public Benefits initiatives through eligibility screening, back-end support, and enrollment assistance for public benefit programs (SNAP, Medicaid, TANF, WIC, CAPS), prioritizing SNAP program enrollment while facilitating combined enrollment for additional programs, as well as providing opportunities to advocate for clients.

As a Case Manager with this department, you will have an opportunity to gain a full understanding of the needs affecting NWGA Latino population.

1. Gain exposure and experience in the field of social work and social services.
2. Develop a working knowledge of federal aid programs, such as SNAP, TANF, CHIP, and WIC, and how these programs apply to the Latino demographic.
3. Gain skills related to the Spanish language and exposure to a bicultural/bilingual learning experience in the field of social and community services.



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4. Develop a positive attitude, cultural diversity skills, social intervention skills, and a strong desire to help the community.
5. Serve as an integral part of community events and outreach activities.
6. Learn how to relate effectively with people of diverse cultural and economic backgrounds.

Duties and Responsibilities:

- Provide one-on-one bilingual pre-screenings of Latino individuals to determine public benefits eligibility.
- Provide clients with a brief orientation about the Family Well Being Department, (by phone and/or in person), intake clients, complete pre-screening forms and provide information about programs eligibility and supporting documents required.
- Provide clients with referrals and access to stabilizing community resources, including primary health care, mental health services, civil legal aid and other supports.
- Conduct follow up at 60 days to confirm receipt of **SNAP** benefits and provide additional support and services as necessary.
- Support and coordinate food pantry activities and participate in food distribution events/access to nutrition *if needed*.
- Conduct SNAP outreach events and presentations.
- Keep the client verification forms organized and stocked both in hard copy and digital.
- Assist clients with self-serve options to check their case and upload docs.
- Assist with data entry.
- Assist with the Public Benefit intake log to assist the case managers by gathering missing information such as client ID's and DOB.
- Assist clients with application/renewal for program benefits via Gateway application portal.
- Per the organization's policy, assist with office coverage following the 4 in office and 1 work-from home schedule, communicating consistently with both the Managing Director in NWGA and the SNAP supervisor.
- Comply with all organizational, departmental and program guidelines, policies and procedures.

Qualifications:

- **Fluency in both English and Spanish-REQUIRED**
- Ability to multitask and work in a fast-paced environment
- Basic public communication skills
- Excellent computer skills and office administration skills
- Strong interpersonal and communication skills, both written and oral

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 accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

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

Please submit resume to Jessica Méndez-Fernández at jfernandez@thelaa.org

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.