



Latin American
Association

JOB DESCRIPTION

JOB TITLE: Family Well-Being Specialist – Walk-in Services	LOCATION: Atlanta, GA
REPORTS TO: Cynthia Roman, VP FSWB Department	DEPARTMENT: FSWB Department
STATUS: Full-Time /Non-Exempt	REVISED: 04/2026

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 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 Specialist is a key member of the Family Stabilization and Well-Being Department, providing direct, front-line support to clients accessing services through LAA's walk-in system at the main office. This role ensures that individuals and families experiencing crisis or hardship are promptly connected to critical resources that promote stability, self-sufficiency, and overall well-being.

Key Responsibilities:

- Greet and assist walk-in clients with professionalism, empathy, and cultural sensitivity.
- Support clients through the intake process, assessing needs and connecting them to appropriate LAA internal services.

- Guide clients in completing applications for financial assistance, public benefits, and other support programs.
- Provide information, referrals, and warm handoffs to community partners for services including healthcare, mental health, and civil legal aid.
- Conduct follow-ups (by phone or in person) as needed to monitor progress, provide additional support, and ensure continued connection to services.
- Assist the Food Pantry Coordinator with food distribution within the walk-in services area.
- Maintain accurate and complete intake forms, client records, and documentation in accordance with program and agency requirements.
- Utilize data systems (e.g., JotForm, EasyTrak, ClientTrak, Gateway) to manage client information and administer assistance.
- Prepare and submit monthly service reports and other required documentation.
- Promote LAA programs, events, and initiatives to walk-in clients.
- Adhere to all 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
- Strong written and verbal communication skills
- Excellent interpersonal and customer service skills
- Strong organizational skills and attention to detail
- Ability to work effectively with individuals from diverse backgrounds
- Proficiency in Microsoft Office (Word, Excel, PowerPoint)

Work Environment:

- Primarily office-based with regular participation in meetings, outreach, and community events
- Occasional evening and weekend hours may be required
- 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

If you are interested in joining our team, please submit your cover letter and résumé to Human Resources 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.