



Latin American  
Association

## JOB DESCRIPTION

<b>JOB TITLE: Navigator, Immigration Services</b>	<b>LOCATION: Atlanta, GA</b>
<b>REPORTS TO: Chief Operating Officer</b>	<b>DEPARTMENT: Operations</b>
<b>STATUS: Full-Time Position/Exempt</b>	<b>REVISED: 03/2026</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.

### **Position Summary:**

The Navigator, Immigration Services, serves as a central point of contact for individuals seeking crisis-related immigration legal assistance and information. This role provides guidance, resources, and support to help clients effectively navigate the Immigration Services Department.

The Navigator does not provide legal advice or representation. Instead, this position is responsible for conducting initial screenings, sharing general information, and connecting clients to appropriate legal services. All legal advice and case representation are provided exclusively by licensed attorneys or DOJ-accredited representatives.

### **Key Responsibilities:**

- Serve as the primary liaison between clients and the Immigration Services Department.
- Provide personalized guidance and support to clients navigating departmental procedures and services.
- Conduct needs assessments and refer clients to appropriate resources, programs, or staff.
- Coordinate and facilitate access to departmental services, ensuring timely follow-up and outcome.

- Develop and maintain informational materials and guides to support navigation efforts.
- Maintain accurate records of connections and support provided.
- Assist with onboarding and orientation of new clients or staff within the department.
- Collaborate with internal and external clients to streamline processes.
- Manage a high volume of inquiries with professionalism, empathy, and attention to detail.
- Coordinate with other departments to ensure smooth referral processes and client support.
- Participate in team meetings, trainings, and community outreach events as needed.

**Qualifications:**

- **Fluency in English and Spanish-REQUIRED**
- Bachelor’s degree in Social Work, Communications, or a related field, or equivalent professional experience.
- At least 2 years of experience in client support, case management, customer service, or program coordination.
- Experience in a nonprofit, legal aid, or social services setting preferred.
- Familiarity with immigration systems, policies, and community resources preferred.
- Strong organizational skills with the ability to manage multiple priorities in a fast-paced environment.
- Proficiency in computer systems and case management tools.
- Excellent interpersonal, written, and verbal communication skills.

**Work Environment:**

- Office-based with occasional meetings, outreach, and community events.
- May require occasional evening or weekend hours.

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

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

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_