



Latin American
Association

JOB DESCRIPTION

JOB TITLE: Victims of Violence, Case Manager	LOCATION: Atlanta, GA
REPORTS TO: VP, FS&WB	DEPARTMENT: Family Stabilization & Well-Being
STATUS: Full-Time Position/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 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 Victims of Violence Case Manager provides trauma-informed, client-centered support to survivors of domestic violence, dating violence, sexual assault, child sexual abuse, and stalking. This role serves as a critical liaison between Immigration Services and Family Stabilization and Well-Being programs, ensuring clients receive comprehensive, coordinated care.

The Case Manager conducts intakes, assesses client needs—particularly related to immigration—and connects individuals and families to essential services and community resources to promote safety and stability.

Key Responsibilities:

- Serve as a liaison between Immigration Services and Family Stabilization and Well-Being departments
- Conduct client intakes and schedule appointments in a timely and professional manner
- Provide trauma-informed assessments to identify immigration needs and appropriate support services
- Deliver intensive case management and support services to survivors of violence

- Connect clients to internal programs and external community resources through warm handoffs and follow-up, including:
 - Assistance with Temporary Protective Orders (TPOs)
 - Coordination of temporary and permanent housing resources
 - Referrals to legal, medical, and social service providers
- Maintain accurate and timely documentation in the case management system
- Ensure strict confidentiality of all client information Track client data and support grant reporting requirements
- Build and maintain strong partnerships with community organizations and service providers
- Participate in team meetings, trainings, and community outreach events
- Facilitate or support educational sessions and trainings for partners and professionals as needed
- Comply with all organizational policies, procedures, and program guideline

Qualifications:

- **Fluency in English and Spanish (written and oral) – REQUIRED**
- Bachelor’s degree in Social Work, Communications, or a related field, or equivalent professional experience
- Experience working with survivors of domestic violence, sexual assault, or related populations preferred
- Experience working with immigrant communities strongly preferred
- Strong relationship-building skills with community partners and stakeholders
- Excellent organizational skills and attention to detail
- Ability to manage multiple priorities in a fast-paced environment
- Strong interpersonal, written, and verbal communication skills
- Proficiency in Microsoft Office and case management systems
- Demonstrated cultural competency and sensitivity to low-income and diverse populations

Work Environment:

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

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.

Please submit resume to Jessica Mendez-Fernandez at jfernandez@thelaa.org

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

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