



JOB DESCRIPTION

JOB TITLE: Intake Navigator	LOCATION: Atlanta, GA
REPORTS TO: VP FSWB Department	DEPARTMENT: FSWB Department
STATUS: Full-Time / Exempt	REVISED: 05/2026

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 **Intake Navigator** serves as a primary point of contact for individuals seeking assistance through the Latin American Association's (LAA) Resource Navigation Line and Family Stabilization & Well-Being programs. This bilingual role provides compassionate guidance, accurate information, and effective referrals to help clients access LAA and community-based resources that promote stability and well-being.

The Intake Navigator ensures clients are connected promptly and respectfully to appropriate programs, follows up on outcomes, and maintains accurate and confidential documentation in accordance with LAA standards.

Key Responsibilities:

- Serve as the first point of contact for clients seeking assistance via phone, walk-ins, or referrals, providing a welcoming and respectful environment for all.
- Conduct intake screenings, assess client needs, documenting information accurately in the client management system.
- Provide high-quality information, referrals, and warm handoffs to appropriate LAA departments and partner agencies.
- Maintain up-to-date knowledge of LAA programs, eligibility criteria, and external community resources.
- Manage a high volume of inquiries with professionalism, empathy, and strong customer service skills.
- Collaborate with other departments to ensure efficient referral processes and coordinated client support.
- Participate in team meetings, trainings, and community outreach events as needed.
- Uphold strict confidentiality, ethical standards, and culturally responsive practices at all times.

Qualifications:

- **Bilingual fluency in English and Spanish - required**
- Bachelor's degree in social work, human services, communications, or a related field, or equivalent experience
- Minimum of 2 years of experience in client services, case management, customer service, or administrative coordination
- Strong interpersonal and problem-solving skills with the ability to communicate effectively across diverse cultures and backgrounds
- Excellent organizational skills, accuracy, and attention to detail
- Demonstrated ability to work both collaboratively and independently in a fast-paced environment
- Familiarity with client management systems, community resources, and LAA or similar organizational processes preferred
- Ability to multitask and work in a fast-paced environment.

Work Environment:

- Primarily office-based with occasional meetings, outreach activities, or community events
- May require occasional evening or weekend hours

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.

