



JOB DESCRIPTION

Position Title: SNAP Program Manager
Department: Family Stabilization & Well-Being
Reports To: VP, Family Stabilization & Well-Being
Direct Reports: One
Location: Atlanta, GA
Employment Type: Full-Time
FLSA Classification: Exempt
Date Revised: 09/2026

Grant-Funded Position: This position is funded through a federal grant and is contingent upon the continued availability and renewal of grant funding.

About the Latin American Association

Founded in 1972, the Latin American Association (LAA) is Georgia's leading nonprofit organization serving Latino individuals and families. For more than 50 years, the LAA has worked to remove barriers to economic mobility by providing culturally responsive, fully bilingual programs and services that empower individuals and families to build brighter futures.

Each year, the LAA serves nearly 44,000 individuals through programs focused on Family Well-Being, Economic Empowerment, Immigration Legal Services, Youth Education, and Adult Education and English Language Services.

Our Mission: To empower our community to adapt, integrate, and thrive.

Our Vision: Opportunity for All.

At the LAA, our employees are an essential part of advancing our mission. We are committed to building a talented, collaborative, and mission-driven team dedicated to creating opportunities, strengthening communities, and making a lasting impact across Georgia.

Position Summary

The SNAP Program Manager is responsible for the overall management, implementation, and performance of the LAA's Supplemental Nutrition Assistance Program (SNAP) outreach and enrollment services. This position oversees program operations, staff performance, grant deliverables, service outcomes, reporting, and compliance to ensure established program goals and benchmarks are achieved.

The SNAP Program Manager works closely with federal, state, and local stakeholders, the Georgia Division of Family & Children Services (DFCS), community partners, and internal LAA teams to identify service gaps, strengthen access to SNAP benefits, and improve services for Latino and immigrant communities.

Approximately **45% of this position's time is dedicated to direct client services** in support of overall program objectives.

Essential Duties & Responsibilities

Program Management & Supervision

- Manage day-to-day SNAP program operations in accordance with organizational goals, grant requirements, and established performance benchmarks.
- Monitor program performance, service delivery, grant deliverables, and key performance indicators (KPIs), identifying opportunities for continuous improvement.
- Supervise assigned program staff, including providing ongoing guidance, coaching, training, performance management, and evaluations.
- Participate in the recruitment, hiring, onboarding, and training of SNAP program staff.
- Ensure accurate and timely program documentation, data collection, and weekly, monthly, and grant-required reporting.
- Ensure program activities comply with organizational policies and applicable grant, federal, and state requirements.

Partnerships, Outreach & Program Representation

- Develop and maintain relationships with DFCS, community organizations, service providers, and other federal, state, and local stakeholders.
- Participate in statewide community partner meetings, SNAP workgroups, and other relevant committees.
- Represent the LAA at community meetings, outreach events, presentations, and public-speaking engagements.
- Educate community members and partners about SNAP, including eligibility, common misconceptions, disparities, and Limited English Proficiency (LEP) barriers affecting Latino and immigrant communities.
- Identify service gaps and collaborate with partners to strengthen access to benefits and supportive resources.

Direct Client Services – Approximately 45%

- Provide one-on-one bilingual pre-screenings to determine potential SNAP eligibility and assist individuals with enrollment through the web-based Georgia Gateway system.
- Provide enrollment assistance both remotely and in person at designated LAA and community locations.
- Connect clients with appropriate LAA programs and community resources, including emergency assistance, food and clothing resources, employment services, immigration legal services, health care, mental health services, civil legal assistance, and other supportive services.
- Conduct required client follow-up, including 60-day follow-up to confirm receipt of SNAP benefits and identify additional support needs.
- Maintain accurate case files, client records, enrollment documentation, and data in designated Family Stabilization & Well-Being systems.
- Maintain client confidentiality and comply with all organizational, departmental, and program policies and procedures.

Organizational Responsibilities

- Collaborate across LAA departments to coordinate services and strengthen client outcomes.
- Attend required organizational, departmental, partner, and community meetings.
- Perform other duties as assigned in support of the Family Stabilization & Well-Being Department and the LAA's mission.

Qualifications & Skills

- Fluency in English and Spanish required.
- Bachelor's degree in Social Work, Human Services, Public Administration, Nonprofit Management, or a related field required.
- Previous supervisory or people-management experience required.
- Experience in benefits enrollment, human services, case management, community-based programs, or related nonprofit services preferred.
- Strong program management, organizational, and problem-solving skills with the ability to manage multiple priorities and performance goals.
- Excellent written, verbal, presentation, interpersonal, and relationship-building skills.
- Ability to work effectively with government agencies, community partners, staff, clients, and individuals from diverse cultural and socioeconomic backgrounds.
- Strong attention to detail and ability to maintain accurate program, grant, and client documentation.
- Proficiency in Microsoft Office, including Word, Excel, and PowerPoint, and the ability to learn relevant data and case-management systems.

Equal Employment Opportunity

The Latin American Association is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, sex, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by applicable federal, state, or local law.

The LAA is committed to providing equal employment opportunities and reasonable accommodations to qualified individuals with disabilities in accordance with applicable law.

To submit a resume or for **more information, please contact Jessica Mendez-Fernandez at jfernandez@thelaa.org**.

Learn more about the LAA at www.thelaa.org.

Job Description Acknowledgment

This job description is intended to describe the general nature and level of work performed by the individual assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. Duties and responsibilities may be modified based on organizational needs.