



Latin American
Association

JOB DESCRIPTION

Position Title: Training Program Manager
Department: Workforce Development
Reports To: Workforce Development Director
Direct Reports: None
Location: Atlanta, GA
Employment Type: Full-Time
FLSA Classification: Exempt
Date Revised: 09/2026

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 Training Program Manager is responsible for the development, implementation, management, and continuous improvement of workforce training programs designed to help individuals gain the skills, credentials, and career readiness needed to access meaningful and sustainable employment opportunities.

This position manages training initiatives from planning through completion, including participant outreach and recruitment, training coordination, program delivery, career readiness and employment support, employer and training-provider engagement, outcome tracking, and reporting.

The Training Program Manager works closely with participants, instructors, training providers, employers, community partners, and internal Workforce Development staff to ensure programs are responsive to labor market needs and achieve measurable training and employment outcomes.

Essential Duties & Responsibilities

Program Management & Training

- Design, implement, and manage workforce training programs aligned with organizational goals, participant needs, grant requirements, and labor market opportunities.
- Manage training initiatives from program planning and participant recruitment through delivery, evaluation, reporting, and continuous improvement.
- Assess workforce trends, employer needs, industry requirements, and participant skill gaps to identify relevant training and credentialing opportunities.
- Establish program goals, timelines, deliverables, key performance indicators (KPIs), and employment outcomes.
- Coordinate instructors, contractors, training providers, and subject-matter experts to ensure effective and timely program delivery.
- Develop and improve training content, assessments, participant resources, and job-readiness materials based on program outcomes, participant feedback, and evolving industry needs.
- Monitor participant attendance, progress, completion, credential attainment, employment placement, and retention.

Outreach, Participant & Career Support

- Develop and implement strategies to recruit and engage individuals seeking workforce training and career advancement opportunities.
- Coordinate community outreach, information sessions, participant assessment, selection, enrollment, and program engagement activities.
- Develop targeted strategies to engage young adults, particularly individuals ages 18–24, in training and sustainable employment opportunities in collaboration with the LAA Youth Program.
- Provide or coordinate career readiness and employment support, including career coaching, resume development, interview preparation, job-search assistance, and employment referrals.
- Identify barriers affecting participant success and coordinate appropriate resources, referrals, and individualized support.
- Conduct required participant follow-up to monitor employment progress, placement, and retention.

Employer & Community Partnerships

- Develop and maintain relationships with employers, training providers, educational institutions, community organizations, and other workforce partners.
- Identify industries, occupations, credentials, and career pathways that provide viable employment opportunities for program participants.
- Collaborate with the Employment Corporate Relationship Manager to identify employment opportunities and connect qualified participants with employers.
- Identify opportunities to expand and strengthen the LAA's network of employers, training providers, and workforce development partners.
- Stay informed of labor market trends, emerging occupations, employer needs, and employment opportunities relevant to the communities served by the LAA.

Data, Outcomes & Compliance

- Monitor program performance against established goals, grant requirements, and KPIs.

- Maintain accurate and timely participant records, training documentation, credentials, employment outcomes, placement information, and retention data.
- Coordinate with the Case Management Director to ensure accurate and comprehensive program data.
- Prepare timely monthly, quarterly, grant, and other required reports.
- Use program data, participant feedback, and employment outcomes to evaluate effectiveness and recommend improvements.
- Ensure programs and documentation comply with organizational policies, departmental procedures, grant requirements, and applicable program guidelines.
- Maintain appropriate confidentiality of participant, employer, and organizational information.

Organizational Responsibilities

- Collaborate across departments to support Workforce Development and organizational priorities.
- Represent the LAA professionally with participants, employers, training providers, community partners, and other stakeholders.
- Attend required organizational, departmental, partner, and community meetings.
- Perform other duties as assigned in support of the Workforce Development Department and the LAA's mission.

Qualifications & Skills

- Bachelor's degree in Education, Workforce Development, Counseling, Social Work, Business, Human Services, or a related field preferred; equivalent relevant education and professional experience may be considered.
- Experience in workforce development, job training, education, career services, employment services, or related program management.
- Knowledge of workforce development, career pathways, labor market trends, job training, and employer needs.
- Strong program and project management skills with the ability to manage multiple priorities, deadlines, and performance outcomes.
- Excellent interpersonal, communication, presentation, and relationship-building skills.
- Ability to establish productive relationships with participants, employers, training providers, community organizations, and other stakeholders.
- Strong organizational skills and attention to detail, including maintaining accurate program records and documentation.
- Ability to collect, manage, analyze, and report program data and KPIs.
- Proficiency with Microsoft Office and the ability to learn and use case management, database, and other relevant technology platforms.
- Demonstrated ability to work effectively with individuals from diverse cultural, educational, and socioeconomic backgrounds.
- Commitment to economic mobility, community development, and the mission of the Latin American Association.
- **Fluency in English and Spanish required.**

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.

I acknowledge that I have received and reviewed this job description and understand the essential functions, responsibilities, and expectations associated with my position.

Employee Name: _____

Employee Signature: _____

Date: _____