JOB DESCRIPTION

Position Title: Benefits Enrollment Specialist/ SNAP Case Manager
Department: Family Stabilization & Well-Being
Reports To: Public Benefits Program Manager
Direct Reports: None
Location: Atlanta, GA
Employment Type: Full-Time
FLSA Classification: Exempt
Date Revised: 10/2026

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 Benefits Enrollment Specialist/SNAP Case Manager will work as a member of the Family Well-Being Department support the public benefits initiatives with eligibility screening, back-end support and enrollment support for public benefit programs (SNAP, Medicaid, TANF, WIC, CAPS) as well as opportunities to advocate for clients.

As a case manager with this department, you will have an opportunity to gain a full understanding of the needs affecting metro Atlanta's population.

Essential Duties & Responsibilities

- Provide one-on-one bilingual pre-screenings of individuals to determine public benefits eligibility.

- Provide clients with a brief orientation about the Family Well-Being Department (by phone and/or in person), intake clients' complete pre-screening forms and provide information about programs eligibility and supporting documents required.
- Provide clients with referrals and access to stabilizing community resources, including primary health care, mental health services, civil legal aid, and other supports.
- Conduct follow-up at 60 days to confirm receipt of public benefits and provide additional support and services as necessary.
- Support and coordinate food pantry activities and participate in food distribution events/access to nutrition if needed.
- Conduct LAA and Public Benefits (WIC) outreach events.
- Keep the client verification forms organized and stocked both in hard copy and digital.
- Assist clients with self-serve options to check their cases and upload supporting documents.
- Assist with data entry.
- Assist with the Public Benefit intake log to assist the case managers by gathering missing information such as clients ID's and DOBs.
- Comply with all organizational, departmental, and program guidelines, policies and procedures.
- Assist clients with application/renewal for program benefits via the Gateway application portal.

Qualifications & Skills

- **Fluency in both English and Spanish-REQUIRED**
- Strong interpersonal and communication skills
- Ability to multitask and thrive in a fast-paced environment
- Basic public speaking and community engagement skills
- Strong computer and administrative skills
- Passion for serving diverse communities
- Experience in social services, non-profit work, case management, healthcare navigation, or community outreach preferred

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.