



Open Position: DTA Case Manager

Welcome to La Colaborativa, a 501(c)(3) non-profit organization dedicated to empowering Latinx immigrants, enhancing community well-being, and advocating for accountability among institutional decision-makers.

Highlights

Position: Full-time DTA Case Manager

Schedule: Monday - Friday, 10:00 AM - 6:00 PM

Location: 318 Broadway, Chelsea, MA, 02150

La Colaborativa is looking for a DTA case manager who will complete 20 new DTA applications per week for members in La Colaborativa's scope of work. Assist with completing DTA recertification with members and uploading supplemental information or documents. Ensure members are receiving all additional benefits of DTA access. Forge connections with community-based organizations, service providers, and community leaders to ensure all qualifying candidates are receiving DTA benefits.

Key Responsibilities

- Bilingual Spanish-English
- Analyzing information
- Decision making
- Research skills
- Verbal communication
- Written communication
- People skills
- Resolving conflict
- People management
- Integrity
- Cultural safety and sensitivity, specifically with Latinx and immigrant communities

Qualifications and skills

- High School Diploma or GED.
- 1+ years of customer service experience, preferably in human services, possess demonstrated commitment to customer service.
- Must be over 21 years old.

This Job Is Ideal for Someone Who Is:

- Dependable -- more reliable than spontaneous
- People-oriented -- enjoys interacting with people and working on group projects
- Adaptable/flexible -- enjoys doing work that requires frequent shifts in direction
- Detail-oriented -- would rather focus on the details of work than the bigger picture
- Innovative -- prefers working in unconventional ways or on tasks that require creativity
- High stress tolerance -- thrives in a high-pressure environment
- Work Location: In person

To apply:

If you are enthusiastic about our mission and the opportunity to empower the community, please submit your resume and a cover letter to donnam@la-colaborativa.org.

La Colaborativa is an equal-opportunity employer. La Colaborativa actively embraces diversity and welcomes applicants from a wide range of backgrounds and experiences.