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Job Posting

Benefits Specialist (Full-time-Hartford)

IRIS (Integrated Refugee & Immigrant Services, Inc., www.irisct.org) is a dynamic refugee resettlement agency with offices in New Haven and Hartford, CT. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. While IRIS has traditionally focused on helping refugees, it is increasingly serving our undocumented neighbors and other immigrants as well.

Job Summary & General Responsibilities:

As an integral part of the Case Management Team, the Benefits Specialist (BS) is an internal expert, working to assist refugee newcomers in the Greater Hartford area to quickly and efficiently apply for public benefits for which clients are eligible - Husky Health Insurance, SNAP and Cash Assistance. The BS is part of a team providing direct services to refugee newcomers, coordinating and tracking service provision via internal referrals, as well as entering case data into various required databases for tracking of services provided to clients.

Candidates must be fully vaccinated against COVID-19 and comfortable coming into contact with other people.

In submitting an application for employment, the applicant grants IRIS permission to check references as well as question anyone who might be familiar with the candidate's job performance.

Specific Duties

- Learn all DSS benefits application processes for refugee clients, become an internal expert at IRIS for troubleshooting benefit issues across all programs
- Develop and maintain excellent working relationships with all relevant DSS liaisons, including the State Refugee Coordinator
- Develop and maintain excellent working relationships with relevant IRIS program staff to facilitate training and understanding of benefits issues
- Assist Case Managers by applying for DSS benefits (SNAP/cash) and Access Health CT health insurance (HUSKY) for new clients
- Assist clients in renewing their DSS benefits and reporting changes as needed
- Troubleshoot application and benefits issues with liaisons at DSS

- Collect and log all documentation for DSS/AHCT applications
- Assist with follow-up on Social Security card applications
- Log case notes regarding the application, receipt and issues related to these benefits
- Participate in case review meetings with other program staff as needed to develop smoother benefits processes
- Keep up to date with changes in benefit eligibility or application processes
- Assist with data collection for various reporting obligations
- Other related tasks as assigned

Supervises: Interns & Volunteers

Reports to: Deputy Director of Resettlement Services

Job Type: Full-time; 40 hours per week

Salary: \$ 48,000 - \$ 50,000

Benefits: Vacation (3 weeks/ year), Personal days (3 per year), Sick days (12 per year), holidays per IRIS schedule (currently 12 per year). Health, dental, vision, life, disability insurance.

Eligible for 403b retirement plan after 1 year of employment

To apply, send an email to humanresources@irisct.org as soon as possible with the following:

- A subject line that says “Benefits Specialist -YOUR NAME”
- A cover letter
- An attached resume
- Three professional references (at least two direct supervisors)

Applications will be reviewed as they are received and will continue to be accepted until the position is filled and no phone calls are accepted.