



235 Nicoll Street Second Floor
New Haven, CT 06511

25 Main Street
Hartford, CT 06106

TELEPHONE: (203) 562-2095

FAX: (203) 562-1798

EMAIL: info@irisct.org

WEB: irisct.org

Job Posting

Benefits Specialist -Full-time

IRIS (Integrated Refugee & Immigrant Services, Inc., www.irisct.org) is a dynamic refugee resettlement agency based in Connecticut, working in the New England Region and nationally, with a main office in New Haven and a satellite office in Hartford. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, enriching their new communities.

General Description

As an integral part of the Resettlement Program and in support of the broader Case Management Team as an internal expert, the Benefits Specialist (BS) works to assist Refugee newcomers, IRIS staff, and the communities around Connecticut that support the newcomers as they seek refuge in the U.S. The BS works with the R&P Team 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 refugees, 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

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.

Essential Duties and Responsibilities include:

- Learn all DSS benefits application processes for refugee, and become an internal expert at IRIS for troubleshooting benefits 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 following the initial intake by the Case Managers.
- Assist Post R&P CM as needed 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
- Log case notes regarding the application, receipt and issues related to these benefits
- Participate in bi-weekly case review with Resettlement Program Manager and other program staff, as needed to develop smoother benefits processes
- Other related tasks as assigned

Key Attributes

- Positive, solution-oriented personality and style
- Familiarity with applications to social services and DSS benefits
- Exceptionally organized and flexible
- Thrives in grassroots, start-up style organizational culture
- Commitment to maintaining confidentiality and exceptionally high quality standards
- Dedication to serving the immigrant community and to being a part of an anti-racist organization

Professional Requirements

- COVID-19 vaccination required
- Proficiency in Microsoft Office and Google Suite
- Fluency in spoken and written English and strong communication skills
- Ability to handle multiple demands and shifting priorities in a fast-paced environment
- Awareness and sensitivity to multicultural issues and a demonstrated commitment to the mission of IRIS
- Ability to occasionally work evenings
- Proficiency in or ability to learn and use various software platforms

Other Requirements

- At least 2 years of case management experience or personal experience of refugee resettlement and 5 years of other professional experience
- Minimum 2 - 4 years' professional experience

Job Type: Full-time, Salaried position; 40 hours per week

Salary: \$ 49,600 – \$ 50,000 per year

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 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.