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Job Announcement Senior 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 all Humanitarian Sponsorship Program Team and in support of the broader Case Management Team in all IRIS resettlement services as an internal expert, the Senior Benefits Specialist (SBS) oversees the technical training of newly hired Benefits Specialists in all teams, ensures training updates, as well as assisting Benefits Specialists with technical challenges encountered on select cases. Residing within the Humanitarian Sponsorship Program Team, the SBS will also assist clients with individual Humanitarian Parole applications as needed to quickly and efficiently access public benefits for which clients are eligible - Husky Health Insurance, SNAP, Cash Assistance or SSI. The SBS is part of a team providing direct services to the HP and 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

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:

Organization-wide Training & Technical Knowledge Responsibilities

- Serve as the primary point of contact with select DSS liaisons to ensure consistent DSS benefits application procedures in various resettlement teams across the organization.
- Conduct initial technical training in DSS benefits applications for newly hired Benefits Specialists within various resettlement teams across the organization
- Learn and remain fully up-to-date on all client category eligibility and DSS, as well as other state level benefits application processes for all HP, refugee, and asylee clients, becoming 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

Humanitarian Sponsorship Program Responsibilities

- Assist Benefits Specialist and Case Managers in the Humanitarian Sponsorship Program as they help clients access DSS benefits (SNAP/cash) and Access Health CT health insurance (HUSKY) for new clients following the initial intake by the Case Managers.
- Oversee technical training and aspects of HSP Benefit Specialist in assisting clients in renewing their DSS benefits and reporting changes as needed
- Troubleshoot application and benefits issues with liaisons at DSS
- Train other staff, as well as do oneself as needed, in collecting and logging all documentation for DSS/AHCT applications
- Train other staff, as well as do oneself as needed, logging case notes regarding the application, receipt and issues related to these benefits
- Participate in bi-weekly case review with Humanitarian Sponsorship Associate Director or 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 standard
- 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 3 - 5 years' professional experience

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

Salary: \$ 53,000 - \$ 55,000

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 with the following:

- A subject line that says "Senior 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.