



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](mailto:info@irisct.org)  
WEB: [irisct.org](http://irisct.org)

## **Job Posting**

### **Humanitarian Sponsorship Program Benefits Specialist – Full-time (hybrid or on-site)**

IRIS (Integrated Refugee & Immigrant Services, Inc., [www.irisct.org](http://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.

### **General Description**

As an integral part of the Humanitarian Sponsorship Program Team and in support of the broader Case Management Team as an internal expert, the Benefits Specialist (BS) works to assist Ukrainian Humanitarian Parolees (UHP), Cuban and Haitian entrants (C&HE) and 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 Ukrainian Program 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 the UHP, C&HE 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:**

- Learning all DSS benefits application processes for UHP, C&HE, 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

- Assist Case Managers in the Humanitarian Sponsorship Program 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 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
- Log case notes regarding the application, receipt and issues related to these benefits
- Participate in bi-weekly case review with Humanitarian Sponsorship 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**

- 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

### **Education 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, on-site/hybrid, salaried, 40 hours a week

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

**Benefits**

Health, dental, vision insurance. Life and disability insurance. Vacation (3 weeks); personal days (3 per year); sick days, holidays per IRIS schedule Eligible for 403b retirement plan after 1 year.

IRIS is an affirmative action-equal opportunity employer.

**To apply,** send an email to [humanresources@irisct.org](mailto:humanresources@irisct.org) as soon as possible with the following:

- A subject line that says “Position Name (Humanitarian Sponsorship Program 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.*