



Title: Benefits Coordinator (Children and Families)

Reports to: Program Manager

Job Location: Cleveland office or Remote

Benefits: Health, Dental, Vision and Retirement, Paid Time off, Holidays

Date Posted: July 2022

Overview of Kinnect

Kinnect is a private non-profit that was founded in 2005. Kinnect leverages its leadership expertise to design programs, products and services that transforms the child welfare system. Kinnect leads innovation to reduce the time that children spend in the child welfare system and to prevent entry into the child welfare system. Kinnect achieves this by partnering with organizations to transform beliefs, values and actions to ensure permanent families for all children in the shortest time possible. We believe that childhood is a fundamental human right and that all children deserve permanent families. We believe that every day that a child is in foster care, separated from their kin and community is a day in crisis. We embrace hope, possibility and innovation and we treat everyone with dignity and respect.

Overview of the OhioKAN Program or Kinnect to Family Program:

OhioKAN is an innovative statewide Kinship and Adoption Navigator Program supporting formal and informal kin caregivers and adoptive parents by providing information and referral services and assistance obtaining support services. Building on current and previous Ohio kinship navigator programs, OhioKAN is distinguished by its planned statewide implementation, broad population of families served, and provision for rigorous evaluation. Contingent on evaluation results, OhioKAN may establish a new evidence-based practice model that may be considered for federal payments under the Family First Preservation Act of 2018.

OhioKAN builds community and systems capacity necessary to support families and works directly with kinship and adoptive families to build confidence and connections. Anticipated outcomes to be measured include greater family resilience, improved family functioning, increased stability and permanency for children, and improved child well-being.

OhioKAN is a statewide program organized into ten geographic regions. Regional staff will develop community capacity to support the work and deliver a service model designed to support formal an informal kin caregivers and adoptive parents in obtaining the knowledge and

social support to access to the human services and resources they need to achieve positive health and wellbeing outcomes for themselves and the children in their care.

Position Summary

Kinnect is seeking a Children and Family Benefits Coordinator (“Benefits Coordinator”) to support its OhioKAN Program. This role works closely with families to ensure awareness and access to appropriate social services (SNAP, etc.). The Benefits Coordinator is responsible for conducting education and outreach, as well as providing application assistance to enroll children and their families into available benefit programs.

This position involves staying current on available benefits and successfully connecting children and families to the benefits for which they are eligible. The Benefits Coordinator builds effective working relationships with OhioKAN staff and partners to ensure seamless service to OhioKAN families.

Essential Functions:

Technical Assistance

- Act as liaison between the local benefits agencies Subject Matter Experts (SMEs) and the OhioKAN staff to create awareness of available benefits.
- Ongoing communication with Ohio Department of Job and Family Services Project manager.
- Provide education and training to OhioKAN staff and partners on available benefits.
- Create internal guidelines and trainings on best practices for coordinating benefits.
- Document and maintain standard operating procedures and policies.

Relationship Building and Collaboration

- Create collaborative relationships with OhioKAN staff and partners to deliver optimal services and support to Kinnect’s families.
- Convene teams to build relationships and maintain a consistent understanding of OhioKAN and the benefits that are available to its families.
- Assist in problem resolution, as needed.
- Regularly communicate with staff and partners to ensure alignment and provide current information.

Information and Data Management

- Create process for collecting, analyzing and reporting actionable data to Kinnect staff and partners.
- Maintain and manage database.
- Document data management procedures and policies.

Qualifications and Requirements:

- Bachelor’s Degree in social work or related field or equivalent work experience.
- Three to five years’ (3-5) experience in social services or non-profit organizations, preferred.

- Thorough knowledge of the benefits available in family and child services system.
- Strong working knowledge of Microsoft Suite including Outlook, Excel (including formula function), and Teams.
- Experience working with diverse and underserved communities.
- Ability to work independently, anticipate needs, and take initiative in a fluid and fast-paced environment.
- Experience in data entry and data management, including producing and interpreting reports.
- Ability to effectively conduct information sessions and training to diverse audiences in person and virtually.
- Strong organizational and time management skills, attention to detail; ability to work collaboratively, and excellent writing and oral communication skills.
- Bi-lingual/Multi-lingual skills, desirable.

Skills and Competencies:

Additional skills/competencies necessary to carry out services to the service population's culture and socioeconomic characteristics:

- Obtain a cultural awareness that results in a clear understanding of the worldview that directs individual interactions with people of other backgrounds.
- Ability to identify needs unique to various diverse populations including those of different gender identity, sexual orientation, ethnic group, race, and physical or mental capacity and address those needs with community resource referrals.
- Assist other professionals and team members in understanding the unique needs/characteristics of diverse populations.
- Willing to learn when facing new problems; enjoys the challenge of unfamiliar tasks; open to change; relentless learner and works to find efficient solutions
- Comfortable shifting gears with a new and evolving program. Can operate in an environment where things can be up in the air and the total picture isn't clear.
- Uses logic to solve problems and curious about multiple solutions. Willing to look beyond the easy or obvious solution to create systemic change.
- Ability to prioritize and manage up as necessary. Ability to accomplish goals and stay focused.

Working Conditions:

- TRAVEL REQUIRED, AS NEEDED. MUST HAVE ACCESS TO OWN TRANSPORTATION.
- Background Check Information: The final candidate selected for the position will be required to undergo a criminal background check. Criminal convictions do not necessarily preclude an applicant from consideration for a position. An individual assessment of an applicant's prior criminal conviction(s) will be made before excluding an applicant from consideration.
- This job generally operates in a professional office environment. The role routinely uses standard office equipment such as computers, phones, photocopiers, filing

cabinets, etc.

- This job requires occasional overnight travel in the state of Ohio
- Ability to work within an office environment and have regular interaction via telephone, teleconference, text and email with Kinnect's team as well as in the community.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

All employment decisions at Kinnect are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, size, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate.

American's with Disabilities Act

This position involves sitting in a stationary position for at least 50% of the time and the ability to ambulate without assistance to attend on-site meetings, as needed. The job requires movement in a typical office environment with file cabinets, office machinery, office furniture and typical hallway and access doorways. The position must operate typical office equipment, such as copiers, telephones, computers and peripherals. This job requires that the person must have the ability to access transportation to attend meetings and special events. The organization provides reasonable accommodations for this position.