

Benefits Coordinator

At Kinnect, we envision a child welfare system in Ohio where:

- Foster care is a temporary or short-term option
- Children and families are empowered to find solutions to the problems they face
- Direct service providers and social workers can establish and maintain a culture of innovation and excellence
- All stakeholders prioritize permanency in each decision made on behalf of a child and their family

We believe that childhood is a fundamental human right, and that every day for a child in foster care is a day in crisis. We envision a world where families, agencies, resources – and children – work together so that every child is loved and nurtured in a permanent chosen family. We develop partnerships that transform beliefs, values, and actions to achieve permanency for all children in the shortest time possible. We have been advancing this mission since 2005 (as Waiting Child Fund).

OhioKAN Program

OhioKAN is a flexible and responsive kinship and adoption navigator program designed to assist children, caregivers, and families statewide. With OhioKAN Navigators working throughout 10 OhioKAN Regions, we combine local knowledge with statewide resources. OhioKAN is designed specifically to ensure every kinship and adoptive family who wants support navigating the resources available to them can get it.

Position Description:

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 connect and enroll 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 clients.

Essential Functions:

Technical Assistance

- Act as liaison between the State of Ohio, Subject Matter Experts (SMEs) and the OhioKAN staff to create awareness of available benefits.
- 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 clients.
- Convene teams to build relationships and maintain a consistent understanding of OhioKAN and the benefits that are available to its clients.
- 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.

Physical Demands and Work Environment:

- 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.
- Periodic travel may be required.

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 with our 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 incumbent must have the the ability to access transportation to attend meetings and special events. The organization provides reasonable accommodations for this position.

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.