# IRIS HOUSE, INC.
# POSITION DESCRIPTION

Position Title: **HR Manager / Consumer Entitlement Specialist** FLSA Status: Non-exempt

Incumbent: Vacant Department: HR / Consumer Benefits

Reports To: Senior Director of Housing Operations Date: August 2026

Location: West Side Headquarters Salary: $60,000-$65,000

**POSITION SUMMARY**

Under the direction of the Senior Director of Housing Operations, the Human Resources Manager/ Entitlement Specialist is responsible for both Human Resources responsibilities along with consumer entitlements responsibilities. As a Human resource Manager the responsibilities includes policies and procedures related to human resources, hiring and terminations, employee relations, benefits and workers compensation, staff orientation, affirmative action, compensation and benefits, performance evaluation and record keeping. The role as an Entitlement Specialist will consist of providing guidance to clients seeking details regarding their eligibility for City, State and federal benefits in New York City. The incumbent advocates aggressively for clients to obtain a full-range of needed government benefits and ensures that the services received are integrated with other services provided by Iris House. She/He analyzes and interprets how obtaining employment can impact clients' public benefits and uses resources to help calculate different public benefits for clients. She/He makes appropriate referral internally or externally for other needed services.

**ENTILEMENT SPECIALIST POSITION FUNCTIONS**

1. Research and analyze city, state & federal benefits plans, programs, and policies to provide recommendations to clients.
2. Educate clients on the various city, state & federal government plan rules and benefits along on how to obtain benefits.
3. Assist with client communication and education about benefits and enrollment process.
4. Research and become knowledgeable regarding NYC, NYS and Federal public benefit programs including SNAP, HASA, Medicaid, Medicare, SSD, SSI, public assistance etc.
5. Connect clients to resources and services, and refer them to specialized organizations.
6. Use online resources to obtain relevant information.
7. Create and update resource binder quarterly.
8. Create and maintain connections with organizations who handle public benefits.
9. Utilize specific program calculator to calculate benefits.
10. Figure out how benefits impact client's eligibility to work and the stipulations.
11. Respond to benefits inquiries, and communicate with clients on benefits issues.
12. Research and analyze the various benefit programs and benefit trends, changes, policies and procedures.
13. Provide guidance on how to maximize their benefits.
14. Participate in the various (HRA, SSI, SSD, ACCESS VR, unemployment benefit training programs).

**HUMAN RESOURCE MANAGER POSITION FUNCTIONS**

1. Maintain all HR records, including staff trainings, evaluation reports, I-9 and other documentation as required by law and by the agency.

2. Assure all job positions, including approved vacancies, have accurate and approved job descriptions. Oversees listing of all job vacancies on appropriate job boards and elsewhere and maintains relationships with employment agencies. Work with the Program managers in resume collection and review of candidates.

3. Prepare offer letter to new staff; process new hire paperwork including volunteers and college interns; Prepare and distribute new hire benefits package.

4. Process unemployment and worker compensation claims and represent agency in hearings.

5. Responsible for enrollment and termination of employee medical, dental, life insurance, pension plan, COBRA benefits.

6. Process all short-term and long-term disability claims and FMLA leave.

7. Track, assist, and communicate with employees on health-related disability, leave without pay, and FMLA leave.

8. Reconcile insurance/benefit and staffing agencies invoices.

9. Act as liaison between employees and service providers and assist in problem resolution.

10. Process temporary help request through staffing agencies.

11. Responsible for preparing various correspondence including but not limited to employment letters, COBRA letters, FMLA letters and termination letters.

12. Responsible for conducting exit interviews, analyze data and make recommendations to management for corrective action and continuous improvement.

13. Maintain contacts with major suppliers, vendors and subcontractors and lead negotiations for human resource benefits, services and or equipment.

14. Keep apprised of developments in field of expertise to ensure currency and makes recommendations to senior management to improve efficiency and effectiveness of human resource functions.

15. Participates in creating and maintaining a workplace that values diversity and is free of racism, sexism, heterosexism and other discriminatory practices.

16. Any other tasks as assigned by his/her supervisor or the Executive Director.

**OTHER POSITION FUNCTIONS**

1. Demonstrates teamwork and open communication.

2. Performs other related duties as assigned.

**POSITION REQUIREMENTS**

Education: Bachelors degree in Human Services & or human resource management.

Experience: Two (2) or more years of entitlement and benefit experience along with Two (2) or more years of experience in HR related field.

Other Requirements: Excellent verbal and written communication and organizational skills. Knowledge of public benefits of individuals living in NYC. Bilingual (Spanish/English) preferred.

**CONTACTS**

Internal: Frequent contact with Iris House clients and department staff members; occasional contact with visitors.

External: Frequent contact with contract provider. Occasional to frequent contact with community based organizations, medical providers and/or other agencies.

**Interested and qualified candidates please email a cover letter and resume to humanresources@irishouse.org.**