



INTAKE + ACCESS SPECIALIST

Job Status: Full-Time

Job Classification: Exempt

Reports To: Senior Director of Program Operations

POSITION SUMMARY

The Intake & Access Specialist serves as the operational owner of Self Help's intake and access model, ensuring every neighbor experiences the same welcoming, efficient, and dignified entry into services—regardless of modality, location, program, staff member, or volunteer. This position is responsible for designing, implementing, and continuously improving the systems that guide neighbors from first contact through enrollment, referral, and follow-up across Bluffton, Hardeeville, and Hilton Head. By establishing standardized processes, training staff and volunteers, monitoring quality, and identifying opportunities for improvement, the Intake & Access Specialist ensures a consistent experience while reducing barriers to service. This role also oversees Self Help's Emergency Financial Assistance (EFA) program and serves as the organization's subject matter expert on intake, program access, and referral processes. Success in this role means neighbors experience one Self Help—regardless of which door they walk through.

ESSENTIAL RESPONSIBILITIES

Lead & Standardize Neighbor Access

- Develop, document, implement, and continuously improve Self Help's Intake & Access Operations Manual, establishing organization-wide standards for first contact, eligibility, enrollment, referrals, follow-up, and documentation.
- Oversee and standardize intake processes across Bluffton, Hardeeville, and Hilton Head to ensure a consistent, welcoming, and efficient experience for every neighbor.
- Ensure neighbors receive the same high-quality experience regardless of which Self Help location, program, staff member, or volunteer serves as their first point of contact.
- Serve as the primary escalation point for complex intake situations and neighbor concerns.
- Maintain comprehensive knowledge of Self Help programs, community resources, and referral partners to ensure accurate and timely service navigation.

Operational Excellence & Continuous Improvement

- Lead continuous improvement initiatives that reduce barriers, improve efficiency, and strengthen the neighbor experience across all locations.
- Conduct regular reviews and audits of intake processes to ensure consistency, compliance, and adherence to organizational standards.
- Monitor intake and access performance metrics, identify trends, and provide recommendations that strengthen service delivery and organizational effectiveness.
- Partner with program leaders to ensure intake and access processes support operational excellence while maintaining consistency across departments.
- Identify opportunities to leverage technology, streamline workflows, and improve operational efficiency.

Emergency Financial Assistance (EFA)

- Own and manage the Emergency Financial Assistance program across all locations, including program processes, documentation, compliance, and execution.



- Monitor EFA trends and community needs to provide data-informed recommendations to leadership.
- Ensure timely, accurate, and equitable administration of financial assistance.

Leadership & Team Development

- Supervise intake volunteers across all locations.
- Collaborate with the Volunteer Manager to recruit, onboard, train, and coach volunteers responsible for intake.
- Foster a collaborative, solutions-oriented culture focused on continuous learning, accountability, and exceptional customer service.

Qualifications

- Bachelor's degree in Social Work, Human Services, Public Administration, Business Administration, or a related field preferred.
- Bilingual in English and Spanish preferred.
- Three to five years of progressively responsible experience in client services, program operations, intake management, or human services.
- Experience within a nonprofit or community-based organization strongly preferred.
- Demonstrated success developing, implementing, or improving operational systems and processes.
- Experience supervising staff and/or volunteers.
- Strong project management and organizational skills with exceptional attention to detail.
- Ability to analyze data, identify trends, and recommend process improvements.
- Excellent interpersonal, written, and verbal communication skills.
- Demonstrated ability to build collaborative relationships across departments and with community partners.
- Experience using database systems (CaseWorthy preferred) and Microsoft Office Suite.
- Ability to thrive in a dynamic, mission-driven environment while balancing multiple priorities.

Supervisory Responsibility

This position directly supervises intake volunteers across all Self Help locations. Responsibilities include day-to-day leadership, coaching, performance management, scheduling, training, and ensuring consistent adherence to organizational standards and service expectations.

Work Environment

This position operates across multiple Self Help locations and includes both office and client-facing responsibilities. Regular travel between sites is expected. The role requires frequent interaction with neighbors, volunteers, staff, and community partners in a collaborative, fast-paced environment. Here, you'll find:

- A mission-driven team that genuinely likes working together.
- Flexibility, autonomy, and trust in your leadership.
- The occasional office snacks, team outing, or shared meme.
- The chance to make a meaningful impact while using *all* your skills.

Position Type & Hours

This is a full-time, exempt position. Typical business hours are Monday through Friday, 8:30 a.m. to 4:30 p.m.; however, programs run until 8 p.m. Monday – Thursday so occasional evening or weekend work may be required to support organizational needs, training, meetings, or special events.