



POSITION POSTING

DATE POSTED:	9/22/2026
TITLE:	Site Coordinator, School-Based Health Center
CLASSIFIED:	Classified, FLSA Exempt
PAY RANGE:	Salary range \$23.38 - \$32.73. Commensurate with experience
WORK HOURS:	Mon – Fri 8:00 am - 4:00 pm (subject to change)
IMMEDIATE SUPERVISOR:	Chief Executive Officer

Wood County Community Health Center is seeking an experienced and dedicated Site Coordinator to lead the launch and ongoing operations of our new School-Based Health Center in partnership with Northwood Local Schools. This is an exciting opportunity to grow a new primary care site that will serve both students and the broader community. The Site Coordinator will serve as a key liaison with school personnel, oversee day-to-day health center operations, promote access to services through community outreach, and help foster a welcoming, responsive experience for patients. The ideal candidate will bring a primary care background, strong medical office management skills, and a passion for connecting people with care

LOCATION: This position will work at our School-Based Health Center located at 700 Lemoyne Rd, Northwood, OH.

POSITION OVERVIEW

The Site Coordinator is responsible for effective health center collaboration with school district personnel to create positive experiences for patients and staff and to maximize appointment availability and access to care.

ESSENTIAL DUTIES

Site Operations

- Monitors daily encounters and no-show rates and ensures all appointment slots are filled.
- Identifies opportunities to optimize schedule templates based on patient needs.
- Responsible for pre-visit and intake operations to ensure required information is collected from patients.
- Monitors site's staffing schedule and coordinates with health center leadership to ensure appropriate coverage for hours of operation.
- Responsible for the site's supply inventory and purchasing in alignment with the approved budget.
- Responsible for identifying facility and maintenance needs to include timely resolution.
- Responsible for meeting key performance indicators.
- Responsible for documenting site-specific procedures and for identifying opportunities for workflow improvement.

- Monitors site's phone call data to ensure patient calls are answered in a timely manner, and makes recommendations for phone routing and recording changes.
- Responsible for responding to patient grievances of an operations nature, coordinating an appropriate response, and identifying areas for improvement.
- Working in collaboration with the Clinical Quality Manager and clinic staff, responsible for patient satisfaction metrics.
- Miscellaneous duties as assigned.

School Coordination

- Serves as the primary point of contact between the School-Based Health Center and the school nurse, administration, faculty, counselors, and other stakeholders.
- Develops and maintains positive working relationships with school personnel to support student access to healthcare services.
- Coordinate regular communication regarding services, referral processes, student needs, and operational updates.
- Coordinate collection, tracking, and maintenance of parental consent forms.
- Responsible for convening Advisory Committee meetings in alignment with School-Based Health Center grant requirements for committee composition, meeting frequency, and documentation.
- Responsible for School-Based Health Center grant reporting.
- Works in collaboration with school personnel to facilitate coordination of facility/maintenance needs.
- Identifies and participates in outreach events and activities to promote health center services.
- Miscellaneous duties as assigned.

Clinical Services

- Answers the telephone, schedules patients for appointments and greets patients coming into the health center;
- Registers patients in health center Practice Management (PM) system (verifying, updating, and correcting name, address, phone numbers, insurance status, etc.); ensuring each patient coming in for services has an accurate record;
- Confirms patient insurance coverage, verifies coverage limitations and eligibility for the services to be provided, and determines the patient's estimated co-payment responsibility.
- Collects co-pays and outstanding balances on patient accounts;
- Reconciles daily payments and prepares deposits;
- Ensures all patients complete health history, HIPAA, consent, and financial forms, assisting patients with form completion as necessary;
- Obtains, scans, files, and maintains patient medical information and records for use;
- Completes the check-out process with the patient and schedules follow-up appointments as needed to complete the treatment plan;
- Manages the prior approval/authorization process when applicable, submits required documentation, and monitors and tracks status of requests;
- Manages tasking inbox for patient and provider inquiries, and follows up with patient as appropriate;
- Screens walk-in or emergency patients in accordance with the clinic's walk-in/emergency policy and works with those who meet emergency criteria into open slots in the daily schedule; schedules future appointments as available for patients whose needs are not urgent or emergent.
- Miscellaneous duties as assigned.

REQUIRED QUALIFICATIONS

- High school degree, or equivalent;
- Three (3) years' experience working in a health care setting.
- Experience with Electronic Health Records.
- Knowledge of HIPAA and experience with consent to treatment agreements, including for minors.
- Demonstrated ability to build relationships with diverse stakeholders.
- Valid Ohio Driver's License. License must be maintained throughout employment

PREFERRED QUALIFICATIONS

- Grants management experience.
- Advanced knowledge of HIPAA and FERPA.
- Experience working in a School-Based Health Center, FQHC, pediatric practice, or educational setting. Experience facilitating / motivating committees to achieve goals and objectives.
- Medical Assisting or Nursing education or experience.
 - Active certification/licensure must be maintained throughout employment.
 - Staff performing Medical Assisting or Nursing duties may only perform privileges approved through the health center's credentialing and privileging program.

KNOWLEDGE, SKILLS AND ABILITIES

- Effective oral and written communication skills.
- Strong organizational skills and the ability to bring together a team to achieve goals and objectives.
- Ability to successfully pass a background check.
- Ability to work alternate hours (early morning, late evening, and/or weekends).
- Ability to provide proof of automobile insurance. Insurance must be maintained throughout employment.

BENEFITS

Full-time employees working at the Wood County Health Department and Wood County Community Health Center receive a generous benefits package that includes:

- Medical, dental, vision and prescription drug coverage, through the Wood County, Ohio Employee Benefits Plan.
- Paid time off including vacation time, sick leave and 12 federal holidays
- Participation in the Ohio Public Employees Retirement System (OPERS)
- Eligibility for the Public Service Loan forgiveness program and the National Health Service Corps Loan Repayment program (for some positions)

Final candidates must successfully pass a background check and provide proof of a valid State of Ohio driver's license as well as current automobile insurance.

An individual who poses a direct threat to the health and safety of others in the workplace will be deemed not qualified for this position.

Application materials accepted until:	The position is filled.
Required documents:	Wood County Application for Employment, cover letter, resume, contact information for at least three professional references. The Wood County Application for Employment can be found at: https://woodcountyhealth.org/career-opportunities/ Application materials submitted without all required documents will be considered incomplete.
Submit application materials to:	Recruitment and Development Coordinator 1840 East Gypsy Lane Rd. Bowling Green, OH 43402 419-352-8402 Ext. 3201 Email to: WCHDHumRes@woodcountyohiohealth.gov

The Wood County Health Department is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Health Department provides reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. If you have a disability and would like to request an accommodation to apply for a position with the Wood County Health Department, please email WCHDHumRes@woodcountyohiohealth.gov or call 419-352-8402 Ext. 3201.