

Scheduler Care Coordinator

Program: Pediatric Therapy

Hourly/Salary: \$25 Per Hour

Reports To: VP Of Pediatrics

Effective Day: 11/20/2025

ABOUT STRIVE NORTHWEST

Strive Northwest is a nonprofit that has been serving some of Clark County's most vulnerable populations since 1963. Our programs serve children and adults with disabilities, low-income children, adults, families, and the general public.

CORE VALUES

We're all in

We show up, work hard, and take personal responsibility in everything we do. We have the courage to say and do the difficult things. All while staying true to our word and kind to ourselves.

We go beyond

We're passionate about posing boundaries and respectfully challenging assumptions. We're flexible and willing to take risks. Together we'll do more than anyone though possible.

We build community

We embrace our differences and welcome one and all in a safe, trusting place. We're inclusive in our relationships. We build connections that make our community stronger.

MISSION

We deliver innovative programs that give opportunities for children and adults in our community to become more self-reliant through therapeutic, educational, and employment services.

LEADERSHIP PHILOSOPHY

Leaders at Strive Northwest inspire enthusiasm and accountability that drive our mission. Leaders build engagement and communicate honestly and openly. By rallying everyone around our shared vision, Leaders model and expect the best from individuals and teams.

AAP/EEO STATEMENT

Strive Northwest provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.



Scheduler/Care Coordinator

SUMMARY

Develop and maintain the pediatric therapy schedule, provide excellent customer service, and provide administrative support to Pediatric Therapy Services (PTS) and Strive Northwest. This position also provides customer-facing support at the Pediatric Therapy window and, when needed, the front desk reception to cover breaks, vacations and sick leave.

SUPERVISORY RESPONSIBILITY

none

COMPETENCIES

- Attention to detail
- Multi-task with multiple software platforms, client and professional needs, online, on the telephone, and in person
- Client centered
- Professionalism and demonstrated experience with complex scheduling
- Problem solving and analysis
- Flexible, team player
- Friendly and clear communication and customer service skills with adults, children and other professionals, including individuals, whose first language is other than English

ESSENTIAL FUNCTIONS

- Schedule/cancel clients for reoccurring appointments for outpatient and early intervention programs, and manage the pediatric therapy schedule for OT, PT, ST and EI providers with multiple specialties, to maximize appointment capacity and therapist productivity at a level consistent with program goals
- Contact clients via phone, text, mail and in-person to schedule, and assist in client management of appointments, wait list, information, and documentation.
- Maintain electronic medical records (EMR) and schedule within program standards
- Enter demographics, data, and appointments with a high level of accuracy and efficiency, within multiple software programs
- Process and manage interpreter requests and appointments
- Sending evaluation reports after completed and to families and PCP
- Maintain the orderliness and cleanliness of PTS lobby
- Scan and upload documents as required
- Processing records requests from families, medical facilities, and insurance companies
- Setting up appointment reminder texts
- Purchase ordering tasks as needed
- Ensure high quality of customer service as defined by program manager and organization
- Maintain a high degree of client and employee confidentiality under HIPAA standards
- Serve as back up for Front Desk Receptionist as assigned
- Complete administrative duties as assigned, for department and organization
- Provide a broad range of support to program management and employees
- Represent PTS on committees as assigned
- Attend and participate in meetings and trainings as requested
- Adhere to safe work practices and procedures

WORK ENVIRONMENT

Indoor clinic / office setting with ambient room temperature; lighting; moderate noise typical of children's activities and communication; equipment traditional of an office or therapy clinic setting. Occasional exposure to body fluids that would occur in the pediatric clinic environment.

POSITION TYPE & EXPECTED HOURS

Non-exempt. Part-Time – 24 hours/week;

Monday – Wednesday 7:30am-4:00pm weekly and once a month on Fridays from 7:30am-11:30am, as needed.

TRAVEL

none

PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Individuals will routinely sit at office desk with continual use of hands, fingers, telephone and computer. The position requires the frequent ability to move around, handle or feel objects; or controls; reach with hands and arms; talk and hear. The employee must occasionally lift and or move up to 40 pounds using proper lifting techniques.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.



REQUIRED EDUCATION, CERTIFICATION(S), & EXPERIENCE

- Two-years' experience with medical scheduling/billing using an electronic medical record/scheduling software program
- Proficient in Microsoft Office Skills & PC computers
- Ability to attend to detail, multi-task, prioritize, problem-solve and meet expected deadlines
- Present a professional, friendly and helpful image to clients and co-workers
- Speak and write English proficiently

SIGNATURES:

Manager_____

Date_____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____

Date_____