

Population Health Coordinator and Patient Advocate – Full Time

Date: 8/13/25

Location: Everett

Western Washington Medical Group (WWMG)'s Population Health Department is looking for team members to help improve the ways we can support patients in their wellness journey.

Job Summary

The Population Health Coordinator and Patient Advocate works in collaboration with care center staff and insurance partners to assess healthcare needs and ways to improve the quality and experience of care. The position is split into two roles:

- 1) **Population Health Coordinator:** The position oversees and manages projects to improve clinical workflows, patient experience, and program performance.
 - a. Managing initial/continual development of program projects.
 - b. Coordinating and communicating with vendors and partners.
 - c. Organizing interdepartmental coordination for project development.
 - d. Support to participating Care Center locations.
- 2) **Patient Advocate:** The position is a main point of contact for patients with the goal to support patients in healthcare navigation.
 - a. Assisting patients in scheduling and accessing services with their primary care provider.
 - b. Tracking patient information, schedules, and forms in a confidential manner.
 - c. Maintaining accurate, timely, and complete documentation of all patient encounters.

Required Qualifications

- Strong critical thinking, problem solving, organizational skills, and attention to detail.
- Demonstrates flexibility and can manage multiple demands concurrently with ease.
- Ability to work both independently and collaboratively in a team environment.
- High level of discretion, integrity, and adherence to HIPAA standards.
- Strong written and oral communication, interpersonal skills, and cultural competency.
- Understanding of basic business operations and clerical responsibilities.
- Proficiency with Microsoft Suite programs (Outlook, Word, Excel, etc).
- Reliable and predictable schedule that complements regular business hours.
- Must be able to provide proof of legal authorization to work in the United States.

Preferred Qualifications

- Knowledgeable in clinical data analytics and project management in healthcare.
- Minimum of 2 years with direct patient care experience or 4 years in healthcare setting.
- Understanding Value-Based Care models and implementation.
- Proficiency with Electronic Medical Record systems.
- Associate degree in healthcare administrative or related field.

Job details

The work is primarily done over phone, email, electronic medical record, analytical software and health plan online portals, as well as occasional care center site visits.

Physical Demands: Must be able to tolerate intermittent physical activity, including sitting, walking, standing, stooping, carrying, bending, talking and use of hands to finger, handle or feel. The degree to which any of these is done depends on the techniques being used.

Must have sufficient freedom of total body movement in order to stand up and sit down at a workstation, be able to squat and/or stoop in order to lift at least 25-pounds. Must possess the physical traits to remain sedentary for most of the day and must be able to reach for items above shoulder height. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Why Work Here?

You give your all, and so do we. We are committed to providing an excellent workplace experience and a wonderful employee experience. We offer:

- Competitive Pay
- Unsurpassed growth opportunities
- Medical, Dental, Vision Insurance
- AD&D, LTD and Basic Life are provided for all employees
- 401(k) plan with a generous profit share and match
- Two weeks of vacation time accrued per year
- 9 Paid Holidays per year
- Sick time accrued per Washington State law
- Flexible schedules
- Lots of cross training
- A family friendly and people focused workplace
- The opportunity to work for the best healthcare company in Washington

Our staff not only enjoys full benefits and professional growth opportunities, but also an environment noted for diversity, community involvement, intellectual excitement, and collaboration. We are interested in learning more about you and appreciate you taking the time to apply.

Schedule: Full time day schedule, Monday – Friday onsite at our Everett waterfront office. No evenings or weekends. Free parking.

Salary Range: \$23.00 - \$27.00 per hour, depending on experience, skill set, and education.

To Apply: please send cover letter and resume to: Lgomez@wwmedgroup.com.

Western Washington Medical Group is an Equal Opportunity Employer. We celebrate diversity and inclusion and welcome applications from qualified candidates, regardless of race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected veteran status or any other characteristic protected by applicable federal, state or local law.

Who are we? Western Washington Medical Group (WWMG) is proud to be a growing, independent provider organization who is on the front lines to improve health care for patients and

the communities we live in. The providers who founded WWMG in the early 1990's shared the belief that local, independent providers are best qualified to give their communities the best possible care. And because decisions are not made by distant corporate systems, that means our providers and patients are free to make the best informed choices together. The result is personalized, state-of-the-art care, with a work culture that's collaborative, supportive, caring, and fun. Learn more at www.wwmedgroup.com