



## Population Health Coordinator and Patient Advocate

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**JOB STATUS:** Full-time, Non-Exempt

**REPORTS TO:** Population Health Medical Director

**LOCATION:** Everett

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, each representing approximately .5 FTE:

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

- **Location:** Everett, WA
- **Schedule:** Full-time. Weekdays during regular business hours.
- **Responsible to:** Population Health Medical Director

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.
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## Compensation & Benefits

Competitive hourly wage range of \$22 - \$28.

Comprehensive benefits package including medical, dental, vision, retirement plan with employer contribution, paid time off, and continuing education support.

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## Why Join WWMG?

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](http://www.wwmedgroup.com)

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## How to Apply

If you're interested in this position, please send your resume to [lgomez@wwmedgroup.com](mailto:lgomez@wwmedgroup.com)

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