



## Position Description

**Position Title:** Health and Wellness Coordinator  
**Department:** Medical  
**Reports To:** Clinical Director  
**Status:** Non-Exempt

### Summary

Under the supervision of the Clinical Director, the Health and Wellness Coordinator (HWC) provides support services to the health and wellness team in an outpatient clinic setting following a community-oriented primary care model.

### Duties & Responsibilities

- Assists with managing data collection and review in the form of patient panels, panel meetings, and registry lists, provides interpretation to providers of those lists and prepares reports on findings in conjunction with Information Technology (IT) department as needed.
- Processing of prior authorizations
- Provides patient outreach directly or assigns outreach as appropriate based off data and registries.
- Along with the Clinical Director, ensures that areas of responsibility are operating in compliance, including documentation and records, with all federal, state and regulatory agencies including recognition of Patient Centered Medical Home.
- Assists with monitoring quality improvement elements including input into establishment of program measures and implementation of action plans.
- Monitors trends and implement strategies to assist patients with accessing appropriate level of care.
- Assists Health and Wellness staff with engaging patients and families in the development of health care strategies aimed at improving quality of life through education, empowerment and access to appropriate health care services including patients enrolled in medication assisted treatment (MAT) or chronic care management (CCM) programs.
- Maintains a good working knowledge of Azara DRVS (Quality Reporting) and ECW (Electronic Health record) to help manage registries and electronic patient portal.
- Participates in department quality improvement activities.
- Provides back-up support to Patient Care Coordinator.
- Provides back-up support for Health Record Specialist.
- Assists with off-site health services such as vaccination or blood pressure clinics.
- Promote the mission, vision and values of the organization in all interactions.
- Report to work as scheduled.
- Other duties as assigned.

## **Qualifications**

The individual must respect the confidentiality of patient information while performing job duties and establish and maintain effective working relationships with patients, employees and the public. The individual must also possess an excellent understanding of prevailing standards of medical practice, and the ability to constructively participate in clinical quality improvement. The position includes having to meet deadlines, deal effectively with time pressures and stress and write reports and correspondence. Intermediate math skills and legible handwriting are a must. Quality, accuracy, thoroughness, timeliness and reliability of work performed are essential. The individual must have a valid driver's license, be insurable and provide own transportation.

## **Education and/or Experience**

The individual must possess a working knowledge of clinical quality improvement, medical records, and have at least two (2) years' experience in an outpatient clinic or similar setting. Background as an LPN or medical assistant is preferred. This position requires a current CPR certification.

## **Communication Skills**

The individual must possess very strong oral and written communication skills and have the ability to read and understand documents; write routine reports and correspondence; speak effectively before groups of customers or employees of the organization. Bilingual skills (Spanish/English) are helpful, but not required.

The individual must communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

## **Computer Skills**

The individual must possess a working knowledge of computers and demonstrate the ability to learn practice management systems.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Possesses sight and hearing senses to function adequately so that the requirements of this position can be fully met.

## **Work Environment**

Work is performed largely indoors, and most days are spent working directly with patients. Interaction with others is frequent and interruptive. Work may be stressful at times. The noise level in the work environment is usually moderate. Work hours include 40 hours a week for full-time employees, 30 hours a week for limited full-time employees and less than 29 hours for part-time employees. Work hours correspond to the hours that the health center is open, which include weekday business hours, excluding holidays and weekends. Occasional unscheduled overtime may be required. Community involvement is encouraged but not required.

**Acknowledgement**

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

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Employee Signature

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Date