



Content and Configuration Manager, Implementation Team

Wildflower Health

Wildflower connects women and families to better care by breaking down silos among providers, payers, and best-in-class partners. We deliver personalized education and calls-to-action that simplify the healthcare journey for families with a combination of human touch and digital tools that fuel the transition from fee-for-service to value-based care models.

Empowering women. Collapsing silos. Rewarding value. This is a smarter way to care. www.wildflowerhealth.com.

Wildflower Health 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. Applicants must be authorized to work lawfully in the United States. Wildflower Health is not able to sponsor applicants for work visas.

About the Role

From kickoff through go-live, be part of the dynamic, multi-tasking team responsible for implementing clients on our expanding digital health platform.

As a **Content & Configuration Manager**, you'll lead the content customization, content production, and app configuration phases of the overall implementation project plan for our new clients. You'll also be responsible for maintaining and updating content and configurations for our existing portfolio of payer, provider, and employer clients.

You'll contribute to the success of our solution at launch by ensuring your phase of the implementation is delivered on time, to specification, and in accordance with Wildflower Health's quality standards.

The ideal candidate will have a background in project management and content implementation, thrive in a startup environment of competing deadlines, and be unphased by frequent change.

As an experienced project leader, you'll be able to hold both a big-picture perspective and a meticulous attention to detail while juggling simultaneous implementations.

You know how to delegate work to the right team members, providing clear instructions when assigning tasks--but you aren't afraid to get hands-on whenever necessary.

You are tech-curious with a passion for learning and mastering new tools. As a natural problem solver, you have a knack for troubleshooting technical issues (often between content and coding) and will always pursue problems to their source. When you encounter an issue that stretches into areas outside of your own expertise (for example, coding or user experience), you effectively communicate the issue to the correct team and see the issue through until a solution is reached.

You also have a keen eye for efficiency, and are always searching for ways to streamline without compromising quality--whether it's a bit of spreadsheet wizardry or an inventive process improvement.

While this role will engage your strong writing and editing skills, it is primarily focused on production and project management.

Key Responsibilities

- Partner with our client-facing Solutions team to analyze new client requirements and goals; consult on the timeline for implementation
- Lead the set up of new clients (primarily medical practices) on our platform with support from our production team
- Configure app settings to meet client requirements for: clinical protocols, personalized patient journeys across multiple health conditions and risk indicators, escalation thresholds for risk signals, workflow for patient and provider activation on our platform.
- Implement client surveys, intake forms and health risk assessments
- Identify and address potential sources of clinical risk at all stages of the implementation and escalate to the appropriate team
- Create, configure, or customize digital content, provide content strategy recommendations based on our solution's capabilities and the business objectives of our clients
- Write custom client content or optimize existing client content for a mobile-friendly format; manage client feedback through clinical review as needed
- Work cross-functionally across remote teams including Patients and Provider Journeys, QA, Product, Client Solutions, Engineering, and Data/Insights
- Resolve issues that surface during our rigorous internal and user testing to ensure final implementation meets Wildflower Health's quality standards
- Communicate with internal teams to diagnose and resolve technical issues in an app's content configuration; act as subject-matter expert for

Engineering, Client Solutions, and other teams when consulting on content-adjacent issues

- Perform as-needed (rush) and quarterly updates to implementations as we roll out new patient journeys or adjust configurations based on data insights and client feedback

Ideal Candidate

- Bachelor's Degree or higher required
- Ideal experience: 3+ years of proven project management experience at a high level of accountability, preferably in a digital health content production environment; experience in life sciences/health/medical content or other healthcare technology business is highly desirable
- Superior problem-solving abilities; adept at diagnosing and troubleshooting issues that are often technical and complex in nature; motivated to learn about and master new tools and technologies
- Flexible and open to changes in role and responsibility, as is the norm in a fast-paced startup environment
- Excellent communication skills; fearless about asking questions; able to strike a balance staying with problems to the end vs. escalating issues early to keep a project on its timeline
- High proficiency in Excel, Word, and Google suite required; experience using content management systems. Content management and configuration is done using our proprietary tools and training is provided
- Knowledge of Pregnancy and Women's and Family health a plus
- Strong writing and proofreading skills
- Shares Wildflower Health's passion for making healthcare work better for families.

Location

This is a remote position.

How to Apply

To be considered, please email your resume, cover letter, and salary requirements to jobs@wildflowerhealth.com.