



Position Description

Title: Lead, Trust Framework Program Operations

Reports to: CEO

FLSA Status: Exempt, Full Time

Supervisory Responsibility: Trust Framework Operations, Project Management, Account Services, and Data Governance Teams

Location: Remote

POSITION SUMMARY:

This role serves as the operational and program lead for The Sequoia Project's Trust Frameworks, responsible for end-to-end operations, project management, account services, and data governance. Working closely with internal teams and external stakeholders across the interoperability ecosystem, the position drives operational excellence, seamless project execution, and world-class participant experience, responsiveness, and service.

Reporting to organizational leadership and working in close collaboration with policy, technical, finance, and engagement teams, this role ensures that Trust Framework operations are strategically aligned, efficiently executed, and continuously improved. The role will lead the design and implementation of operational workflows and systems, provide structure and accountability across project workstreams, and drive sustainable processes that meet evolving technical, operational, and customer needs.

This position is responsible for designing and overseeing high-quality account services functions – supporting the participant experience via onboarding, engagement, and support throughout their lifecycle. The role also oversees data governance across the Trust Frameworks, ensuring the integrity and reliability of directory data, defining governance policies, and leveraging analytics to inform decisions and report progress.

As a people leader, this position recruits, develops, and mentors staff across operations, project management, data governance, and account services, fostering a culture of collaboration, accountability, and continuous improvement.

What is The Sequoia Project?

The Sequoia Project is a non-profit with a public service mission to lead in an interoperable health information sharing ecosystem to improve the health and welfare of people in the US. The Trust Framework Team supports public and private-sector led trust framework programs by providing leadership and support for policy, governance, technical, operational, and stakeholder engagement efforts.



FUNCTIONAL RESPONSIBILITIES:

Programs & Operations Management

- Oversee the operational functions for the Trust Frameworks to ensure effective execution, alignment with strategic goals, timely delivery of initiatives, and budget compliance and quality standards.
- Architect, implement, and drive continuous improvements to operational workflows and systems across all Frameworks, ensuring alignment with evolving technical and policy requirements.
- Oversee functionality and alignment of tools to ensure effective support of integrated, cross-functional workflows.
- Represent the Trust Frameworks in strategic discussions, working groups, and external stakeholder forums in close collaboration with program, policy, and technical leadership.

Project Management

- Own end-to-end project delivery and ensure accountability, alignment, and execution of multiple simultaneous workstreams for the Frameworks.
- Oversee resource coordination, develop detailed project plans, proactively identify and mitigate risks, and provide timely updates to stakeholders throughout the project lifecycle.
- Define and implement standardized project management processes, tools, and reporting and meeting structures, ensuring visibility into goals, progress, and operational risks.
- Serve as the key liaison between internal teams, external stakeholders, and governance bodies to ensure cohesive project delivery and progress alignment.

Account Services

- Lead the development and delivery of high-quality account services, fostering trusted relationships and providing strategic guidance to ensure successful onboarding, operational compliance, and measurable progress throughout the lifecycle of Trust Framework participants.
- Facilitate issue resolution through cross-functional collaboration and manage escalations effectively to support stakeholder success.
- Collaborate with engagement, technical, and policy teams to ensure participant needs are communicated and addressed effectively.
- Manage the partnership with the account services and accounting teams to design and deliver an effective and customer-friendly invoicing workflow.

Data Governance

- Design and implement data governance processes to ensure the integrity, accuracy, and completeness of endpoint directory data, supporting trusted, high-quality information exchange.
- Lead analytics and reporting functions to evaluate program performance, support continuous improvement, and inform strategic decision-making across Trust Framework initiatives.
- Develop scalable metrics and reporting processes to track the growth, usage, and operational health of the data exchange ecosystem.



- Support framework evaluation through data-driven insights, ensuring accountability and alignment with program goals.
- Produce and deliver reports—including weekly, quarterly, and annual updates—for internal use and to meet stakeholder and TECCA reporting requirements.

Team Management & Leadership

- Hire operations, project management, account services, and data governance staff, in collaboration with program and organizational leadership.
- Provide daily supervision and mentorship to staff, ensuring alignment of efforts with organizational objectives while fostering team collaboration, professional development, and individual career growth.
- Model organizational values and Code of Conduct; manage resources and business objectives in compliance with policies and standards

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong working knowledge of interoperability principles and the national interoperability landscape, including related operations, standards, and frameworks.
- Demonstrated ability to lead cross-functional program operations, including strategic planning, resource management, and workflow optimization, preferably in the health information exchange or related field.
- Proven ability to design and lead complex, multi-stakeholder programs and cross-functional project teams from inception through completion, ensuring scope, quality, timeline, and budget alignment.
- Excellent stakeholder engagement skills, including diplomacy, written and verbal communication, and relationship management across diverse audiences.
- Ability to develop, implement, and monitor data governance policies and processes to ensure data integrity, accuracy, and security.
- Strong analytical and reporting skills with the ability to translate data into actionable insights to inform program strategy and performance.
- Skilled in building and managing high-performing teams while creating an environment of collaboration and teamwork.
- Strong problem-solving, and communication skills with a service-oriented mindset.
- Proficient in project and operations tools with the ability to implement and optimize usage across teams.
- Proficiency with Microsoft Office applications (Word, Excel, PowerPoint, Outlook, SharePoint, PowerBi, etc.)

EDUCATION, TRAINING, AND EXPERIENCE:

- Bachelor's degree required; Master's degree in public health, health IT, business administration, or related field preferred.
- Minimum of 8 years' experience in health IT, preferably in health information exchange operations or program management.
- Minimum of 3 years experience in progressive leadership and supervisory roles.



PHYSICAL AND MENTAL REQUIREMENTS:

- Ability to work on a computer for extended periods of time.
- Ability to stand or sit for extended periods of time.
- Extended working hours and overnight travel may be necessary; approximate travel: 10%.
- Ability to lift 25 to 30 lbs

“All qualified applicants will receive consideration for employment without regard to race, color, religious creed, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and related medical conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, protected medical condition as defined by applicable state or local law (such as cancer), genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances.”