



Position Description

Title: Senior Manager, Program Operations - Trust Frameworks

Reports to: CEO

FLSA Status: Exempt, Full Time

Supervisory Responsibility: Matrix with CEO for Trust Framework Operations and Account Services Teams

Location: Remote (U.S.)

Starting Salary Range: \$142,900 – 165,400, Depending on Experience

POSITION SUMMARY:

The Senior Manager, Trust Framework Program Operations leads the day-to-day delivery of The Sequoia Project's Trust Framework programs, ensuring high-quality, efficient, and responsive operations. This role manages program workflows and continuous improvement initiatives to align systems, processes, and stakeholder interactions with strategic and technical goals. Working collaboratively with internal teams and external partners across the interoperability ecosystem, the Senior Manager plays a key role in delivering a world-class participant experience and ensuring operational alignment with evolving technical and policy requirements.

This position is responsible for designing and managing high-quality account services functions – supporting the participant experience via onboarding, engagement, and support throughout their lifecycle. The role also drives data governance across the Trust Frameworks, implementing data requirements, and monitoring policies and processes that ensure the integrity and reliability of the information.

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 – Trust Frameworks

- Manage the operational functions for the Trust Framework programs, ensuring alignment with strategic objectives, timelines, budget compliance, and quality standards. Examples include, but are not limited to:
 - Operational support of entities connected via trust frameworks, addressing questions, coordinating and tracking resolution of issues;
 - Support implementation of delegation of authority policies;
 - Tracking and reporting of progress with trust framework vetting processes;
 - Facilitating review of IAS providers to assure compliance with requirements;
 - Planning and facilitating Implementation calls with QHINs/Implementers;



- Assuring program functions and related processes are well-documented;
- Implement and maintain operational workflows and systems to support efficient, compliant, and scalable program execution.
- Identify opportunities for process improvement and develop recommendations to enhance operational efficiency and participant satisfaction.
- Collaborate with technical, policy, project management, and engagement teams to ensure cross-functional coordination and alignment with evolving technical and policy requirements.
- Represent the Trust Frameworks in internal coordination meetings and select external working groups, providing operational insight and updates.

Account Services

- Manage the design 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.

Data Governance

- Design and maintain data governance processes to ensure the accuracy, completeness, and consistency of directory and operational data.
- Work with ONC to define metrics to measure TEFCA adoption, with input from QHINs. Manage the metrics 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.

Team Leadership

- Serve as a team leader for program operations functions, ensuring alignment of efforts with organizational objectives while fostering team collaboration and professional development.
- 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 manage 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, implement, and manage efficient workflows and data-driven reporting processes.



- 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.
- 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.
- 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 6-8 years' experience in health IT, preferably in health information exchange operations or program management.
- Minimum of 2-3 years experience in 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

WORK AUTHORIZATION REQUIREMENTS:

Applicants must be currently authorized to work in the United States on a full-time basis. The Sequoia Project does not provide visa sponsorship or facilitate employment-based immigration processes (e.g., H-1B, OPT, CPT, or other work visas). Candidates must have valid work authorization that does not require employer sponsorship, either now or in the future.

EQUAL EMPLOYMENT OPPORTUNITY:

"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, genetic information, or any other characteristic protected by applicable federal, state, or local laws and ordinances."