

Open Referral Program Lead – Job Description

[Open Referral](#) is a social good technology initiative with a mission to make it easier to find, use, and share information about the resources available to people in need. We work to establish interoperability among, and open access to, resource directory information systems – and in turn, help communities design effective and equitable strategies to transform their “safety net.” We develop data standards and open-source tools through engagement with our community of practice that includes referral providers, technologists, researchers, policy-makers, and funders across sectors of health, human and social services, in the U.S., Canada, UK, and beyond.

Open Referral’s ecosystem is growing, and we seek a Program Lead to play a key role in supporting our partners in the processes of both developing data exchange tools and leveraging them to make change. The Program Lead will be the point person for managing relationships and coordinating activities across our network, helping community partners design, test, implement, and evaluate their strategies. This position will also represent stakeholder interests in liaison with our technology partners, supporting management of our product roadmap.

Success in this role will be demonstrated through reported progress in our pilot projects, and through the application of insights from those pilots to development of our technical products.

The Program Lead will:

- Identify, engage with, facilitate collaboration among stakeholders and other partners;
- Support the development of data strategies, data agreements, governance processes, and business modeling, through processes that articulate stakeholders’ needs;
- Support the development of data specifications and tools for resource data standardization and open infrastructure development;
- Support communications – from documentation to case studies to fundraising appeals.

Criteria:

- Required experience managing complex projects and facilitating professional communication through high-quality, timely information delivered to partners and clients.
- Expected experience contributing to open projects and open communities.
- Preferred experience in organizational development, especially human/social services.
- Experience working with open data and/or contributing to technical standards is a bonus.
- Demonstrable ability to consistently self-manage and work with minimal supervision, with flexibility and willingness to re-prioritize tasks due to changing circumstances.

Much of our network is in North America, so work time in EST-PST timezones is important. We are willing and eager to mentor the right candidate through challenges pertaining to the human service sectors and/or data standardization and infrastructure development.

We are looking for candidates interested in full-time employment, although we are open to part-time arrangements for a candidate with the right skill set. Our budget for this position can range from \$60-90k depending on experience and capacities.

Contact bloom@openreferral.org to express interest.