



Program Manager, Direct Care Services

Description

The Elizabeth Dole Foundation is looking for a Program Manager (Direct Care Services) to join our team. The Program Manager will report to the Vice President for Programs and Partnerships and lead the day-to-day functions for the Foundation's direct care services programs benefitting military and veteran families. The Program Manager should be an experienced, entrepreneurial, organized, and highly motivated professional; previous experience working in the non-profit field is preferred.

Responsibilities

- Lead the Foundation's internal processes related to application reviews and data collection for direct care services programs for military & veteran caregivers and the Hidden Heroes Fund
- Liaise directly with military and veteran caregivers and other organizations on a wide range of Foundation offerings
- Support development of Foundation's emerging direct care service strategy and assist with design of offerings and programs to support military and veteran families
- Coordinate and support the day-to-day administration of the following programs for the Hidden Heroes Fund, Respite Relief Fund, and other programs as needed
- Provide programs support as required by the Vice President for Programs & Partnerships to support the Dole Caregiver Fellows Program
- Support Fellows Program and coordination of annual Washington DC trip for Dole Caregiver Fellows
- Provide research support as requested
- Other duties as assigned

Requirements

The Elizabeth Dole Foundation is looking for an energetic and versatile professional, preferably in the Washington, DC area, with experience in grant making and/or direct care services for patients and families. The applicant should have excellent verbal and written communication skills, and well as project management skills, with proficiency in the areas of SurveyMonkey, Word, Excel, and PowerPoint. Familiarity with nonprofit

work is preferred, and will be considered when choosing the best applicant for this position.

- Bachelor's Degree, with 2+ years' experience in a professional office environment or internship equivalent
- Prior experience in providing online customer support (with adequate technical proficiency both online and in-person)
- Highly energized, able to engage and respond on a professional level to a broad range of stakeholders
- Understanding of the military and veteran community and the ability to work with military caregivers and donors to provide excellent and timely customer service
- Experience designing and evaluating surveys leveraging SurveyMonkey and other online tools
- Demonstrated project management experience
- Must be detail oriented, with the ability to listen and communicate (both verbally and in writing) clearly and accurately
- Versatile, with the ability to work in a fast-paced environment and meet tight deadlines
- Demonstrated professional standards and unwavering integrity and ethical conduct
- Able to satisfactorily perform duties and assigned tasks with little or no supervisory oversight
- Is discrete; understands when confidentiality is required
- Excellent organizational skills
- Outstanding interpersonal skills
- Reliability/dependability
- Demonstrates energy, optimism, and passion for helping others

To Apply

Please submit a cover letter and resume—in PDF format—to:

Neil Sumilas, Vice President of Operations
neil@elizabethdolefoundation.org