



Elizabeth Dole Foundation
CARING FOR MILITARY FAMILIES

TITLE: Program Specialist

DATE: February 2023 – Position open until filled

This is a new role at the Elizabeth Dole Foundation (EDF), the nation's premier organization solely focused on supporting over 5.5 million military and veteran caregivers and their families. EDF was founded by former U.S. Senator and Cabinet Secretary, the [Honorable Elizabeth Dole](#). Senator Dole is an icon and history maker, but was first and foremost a caregiver to her husband, the late Robert J. Dole. Senator Dole's vision for EDF is to ensure that no military or veteran caregiver, or as we call them, our [hidden heroes](#), face their new and often difficult journey without our support. EDF supports a hybrid and caregiver friendly work environment.

Primary Duties and Responsibilities

- **Information and Referral:**
 - Respond to phone calls, emails, and website inquiries from caregivers, partners, and others.
 - Engage with caregivers seeking support or information over the phone by providing a listening ear, and information and referrals that can provide support to caregivers.
- **Respite Relief:**
 - Manage the applications to EDF's Respite Relief Program, trouble shoot applications with caregivers, work with key staff at Sharecare by CareLinx
 - Provide timely support to caregiver respite requests through our phone and email information boxes by providing information and referral to vetted organizations
- **Financial Wellness – Hope Fund:**
 - Support the Program Manager, Financial Wellness in reviewing applications to the Hope Fund for Critical Financial Assistance. This includes speaking with caregivers, ensuring applications are complete, working with EDF's Finance Department to verify vendors, arrange payments, tracking of payment, and follow-up.
- **Data Input:**
 - Work with EDF's Data Manager and Manager of the online community of caregivers to ensure caregivers are vetted and tracked appropriately in Salesforce and their records remain current.

Skills/Abilities

- **Technology and Systems:**
 - Knowledge or prior use of Salesforce (or another CRM Database) preferred.
 - Proficiency in the Microsoft Office 365 and SharePoint.

- Ability to follow program workflows consistently using technology platforms, following up with caregivers to ensure needed services were secured and met their needs
- **Personal Skills:**
 - Excellent organizational skills and attention to detail.
 - Excellent interpersonal skills with ability to listen and communicate (both verbally and in writing) clearly and accurately with caregivers, VA staff, and other key stakeholders
 - Demonstrated professional standards with an unwavering integrity and commitment to ethical conduct
- **Mindset:**
 - Ability to work in a fast-paced environment and meet tight deadlines, independently or as part of a team
 - Energetic, optimistic, with a passion for helping others, while maintaining a sense of humor and warm relationships with colleagues and partners
 - Share EDF's commitment to and passion for EDF's mission
 - Demonstrate empathy for situations faced by caregivers and veterans
 - Ability to assist caregivers in problem-solving when no services are available which can meet their needs

Education/ Experience/Location

- Graduation from an accredited college or university with a bachelor's degree in psychology, social work, education, public health, or closely related field or demonstrated lived experience related to the position
- The role is preferably based in Washington, DC, but could be fully remote for the right candidate.

Benefits Available

- Healthcare benefits (up to 90% for employees)
- Yearly 401K Contribution Match (up to 3%)
- Life insurance benefits
- Maternity and Parental leave
- Pre-tax commuter benefits
- Flexible work schedule and hybrid work environment
- 13 Holidays a year
- Generous PTO package

The Elizabeth Dole Foundation provides equal employment opportunity to all employees and applicants for employment. We prohibit discrimination and harassment of any type without regard to race, color, genetic information, religion, creed, national origin, sex (including pregnancy, childbirth, or related medical conditions), age, marital status, citizenship status, personal appearance, sexual orientation, gender identity or expression, family responsibilities,

disability status, protected veteran status, or any other characteristic protected under applicable federal, state, or local law.

Interested candidates should submit a resume and cover letter to apply@elizabethdolefoundation.org.