



**Elizabeth Dole Foundation**

CARING FOR MILITARY FAMILIES

*The Elizabeth Dole Foundation*

*Chief Operating Officer*

**Vetted  
Solutions**

A PASSION FOR PURPOSE

## Organizational Overview

The Elizabeth Dole Foundation is the nation's preeminent organization empowering, supporting, and honoring America's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for our nation's wounded, ill, or injured veterans.

The Foundation was founded in 2012, and takes a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being. Its mission and goal is to strengthen, empower, and support America's military and veteran caregivers and their families by raising public awareness, driving research, championing policy, and leading programs and partnerships that make a significant impact on the lives of those who have served our nation and their families. In 2022, EDF successfully championed the expansion of the Department of Veterans Affairs' Program of Comprehensive Assistance for Family Caregivers to caregivers of every war era.

The Foundation is currently at an inflection point, having just marked a decade of service to our nation. Since putting the issue of military caregiving on the map, the Foundation has been growing to meet the needs of the military caregiver community; over the last several years, revenue, staff headcount, and direct service programs have grown significantly, turning an initial \$1M annual budget into a now more than \$9M operation with a national team of thirty dedicated staff.

The organization's new strategic plan calls for major growth around health and programs innovation, and new opportunities have emerged around military and veteran children, mental and emotional wellness, and holistic suicide prevention. The CEO is seeking a partner to build a financial, operating, organizational, and programmatic structure that will achieve EDF's long term sustainability goals, while ensuring the Foundation is building an inclusive and supportive culture within which to work, innovate, and passionately deliver support to its community.

## Position Overview

The Chief Operating Officer (COO) is a new position that will report to the Foundation's CEO. The COO will oversee the operations of and implement the enterprise-wide strategy for the Foundation's core areas of business, including Finance & Administration, Marketing & Communications, Development & Fundraising, Programmatic Initiatives, Special Events, Human Resources, and Information Technology. The COO will collaborate with the CEO, the Board, and c-suite leadership to ensure effective and efficient day-to-day operations and lead organizational capacity-building efforts, transformation initiatives, and change management.

This position is based in Washington DC and the COO will have a visible presence across the organization. EDF supports a hybrid and caregiver/military friendly work environment; in-person time in the office is required. And the COO will be expected to be present at events on weeknights and on weekends, as necessary. Some travel may be required as well.

# Key Responsibilities

## Strategic & Programmatic Leadership

The Chief Operating Officer will help develop and shape a bold vision for the future of the Elizabeth Dole Foundation and will ensure the organization achieves its aspirations.

## Programs and Operations

The Foundation's Chief Operating Officer will lead efforts to build and enhance the service delivery and operational capacity of the Foundation, ensuring that the needs of military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured veterans are served and are at the core of all decisions. The COO will:

- Participate as a member of the Senior Leadership Team to provide a united, visible, and strong leadership presence across the organization.
- Identify and track key operational metrics and drive systems, processes, best practices, and change initiatives that improve service delivery, workflow, efficiency, cost-effectiveness, productivity, and internal and external customer service.
- Provide leadership, guidance, and support to the Foundation's Marketing & Communications, Development & Fundraising, Programs, Events, Finance & Administration, Human Resources, and Information Technology departments.
- Be responsible for the management and oversight of the day-to-day operations by designing and implementing cross-functional operational processes that ensure communication, information flow, and collaboration within and between each department in the organization.
- Work and partner with the senior leadership to promote long-range plans and strategic goals that align with the organization's mission and values, and identify the need for, develop, and maintain key collaborations that help fulfill the Foundation's strategic and operational objectives.
- Oversee the senior leadership responsible for financial reporting and management, including budgetary planning, expense management, financial tracking, check signing, reporting for the managed areas, and the oversight and submission of required non-profit reports and compliance requirements.
- Manage the business with skill and possess an acute understanding of the value of financial stability.

## Staff Leadership and Culture

The Chief Operating Officer of the Elizabeth Dole Foundation will cultivate a culture of respect, integrity, professionalism, and a strong sense of personal and collective accountability, serving as a strategic leader who will move the organization and its operations forward. The COO will:

- Serve as an inspiring, motivating, and supportive leader to a highly skilled and committed group of staff and volunteers, personifying the organization's values of passion, service, and innovation.
- Foster employee engagement by nurturing an organization-wide environment of respect, collaboration, communication, and accountability around shared goals.

- Advance a culture of diversity, equity, and inclusion across all teams.
- Manage, supervise, coach, and evaluate a team of professionals to ensure effective and efficient communications, operations and activities.
- Design and implement a staff retention plan for organizational stability and growth.
- Ensure that the Foundation is recognized as an employer of choice and the premiere organization supporting military caregivers and their families.

## Qualifications and Experience

- Minimum of 15 years of experience in executive leadership, organizational development, financial and operational administration, program management, or marketing & communications.
- 10 years of management experience leading teams, developing strategy, and executing plans using strong business acumen skills.
- Experience prioritizing organizational objectives in terms of both mission attainment and resource allocation.
- Must have Executive presence, be charismatic and persuasive, able to motivate and inspire subordinates, peers, and superiors.
- Exceptionally strong interpersonal and writing skills are required. Strong verbal communication skills and the ability to service multiple internal customers are critical.
- Must be autonomous and decisive, able to oversee and manage multiple projects at the same time.
- Inquisitive, innovative, strategic thinker, with the ability to diagnose problems quickly and forecast potential issues facing the Foundation.
- Future-orientated and solution-driven, with strong change management skills.
- A proven business acumen as one that recognizes finite financial resources and can prioritize their distribution amongst many worthy programs and organizational efforts via clear operating metrics.

## Additional Professional Experience that is Attractive in a Candidate

- Direct experience with or knowledge of non-profit management and non-profit reporting and compliance requirements.
- Experience working with volunteer Boards to develop and execute strategic initiatives.
- Experience working with health care, human services, or disability communities.
- Experience working with and/or understanding the military and veteran community and military health systems.

## Personal Attributes

The successful candidate should:

- A servant-leader who puts the team and organization first.
- Possess a true commitment to innovation by motivating, encouraging, and supporting staff to continually innovate.
- Understand the value of each of the Foundation's clients and partners and be driven by a commitment to excellent customer service.

- Possess the intellect to understand the broad issues facing wounded, ill, and injured veterans and their caregivers.
- Foster and grow an organizational culture that values: honesty, trust, accountability, feedback, openness, flexibility, innovation, inclusion, diversity, equity, and accessibility.
- Be a person of character and have the highest ethical standards.
- Ability to travel across the country as needed.
- Above all, be a passionate believer in the mission and the potential of the Elizabeth Dole Foundation in supporting military caregivers and their families.

## Web Presence

Web: <https://www.elizabethdolefoundation.org/>

Twitter: <https://twitter.com/dolefoundation>

Facebook: <https://www.facebook.com/ElizabethDoleFoundation/>

Instagram: <https://www.instagram.com/elizabethdolefoundation/>

LinkedIn: <https://www.linkedin.com/company/elizabeth-dole-foundation/>

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