

EDF Resource Navigation Manager

ORGANIZATIONAL OVERVIEW

The Elizabeth Dole Foundation (EDF) is a leading national organization empowering, supporting, and honoring America's 14.3 million military caregivers—the spouses, parents, family members, and friends who care for our nation's wounded, ill, or injured veterans. Founded in 2012, EDF 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 empower military and veteran caregivers, their families, and their communities through programs, partnerships, and advocacy that drive innovative, impactful, and sustainable solutions.

POSITION PURPOSE

The Elizabeth Dole Foundation seeks a Resource Navigation Manager who will serve as a guide for Caregivers and their families as they seek support and resources through EDF's programs, Veteran Service Organizations (VSOs), non-profits, private resources, Department of Defense (DoD), and the Department of Veterans Affairs (VA).

In this role the Resource Navigation Manager will leverage their expertise in supporting caregivers, hidden helpers, and veterans to assess and triage their unique needs, provide them with timely and appropriate resources, and empower them through connection, education, and advocacy.

EDF is open to hiring this as a hybrid or remote position (with occasional travel 5-10%). Travel would be primarily to Washington D.C. for in-person events and meetings. It is also preferred that the position will support core business hours on Pacific Time (9am-5pm PST). Interested applicants should send a resume and cover letter to apply@elizabethdolefoundation.org with the subject line: "Resource Navigation Manager" – [Your Name]." This position will close on Friday, November 14th or once EDF has received 200 qualified applications, whichever happens first.

PRIMARY RESPONSIBILITIES

- Support day-to-day program operations for the Resource Navigation Program
- Conduct and review caregiver intake and cases, conduct prompt initial assessments, and determine appropriate responses.
- Connect directly with Caregivers, Hidden Helpers, Servicemembers, partners, and supporters to assess caregiver needs and ensure seamless connection to appropriate resources.
- Establish service plans by identifying and prioritizing each caregiver's unique needs and goals.
- Identify and coordinate appropriate connections to external resources for caregivers encountering complex issues that require immediate intervention.
- Work closely with EDF's Financial Assistance Team to provide needed financial supports.
- Proactively check in and follow up with clients and partner organizations as appropriate.
- Escalate problems and issues to leadership as necessary to ensure caregivers are receiving proper and timely assistance.
- Develop and maintain working relationships with Veteran's Administration and with private, non-profit, and government resources.

- Improve support for caregivers by leveraging strong relationships with internal EDF programs and external resources, e.g., financial assistance, legal, housing, employment, and education.
- Connect caregivers and their veterans to external and community resources to assist in recovery from mental or physical illness.
- Empower caregivers and their veterans for lasting recovery by mitigating the challenges that precipitated their need for support.
- Update case documentation and ensure data are accurately, timely, and appropriately maintained in Salesforce.
- Maintain expertise by attending trainings, conferences, and educational opportunities to enhance job-related skills.
- Prepare briefings and reports including compiling, organizing, and updating status reports regularly.
- May be required to work occasional nights and weekends
- Other related duties as assigned

EXPERIENCE

<i>Requirements</i>	<i>Preferences</i>
• Three years of professional experience working with caregivers, hidden helpers, military, or veteran populations. Or: • Significant personal experience as a caregiver or care recipient.	• Five years of experience working with local community and government resources providing support for caregivers, hidden helpers, servicemembers, or veterans. • Five years of experience working with and providing support to caregivers, service members, and veterans who are dealing with both visible and invisible injuries.

EDUCATION

<i>Requirements</i>	<i>Preferences</i>
Bachelor's degree or equivalent combination of applicable education, training, certification, or experience may be considered in lieu of degree.	Bachelor's degree in social work, psychology, clinical psychology, rehabilitation counseling, case management, health services administration, or related fields.

KEY COMPETENCIES

- Demonstrated understanding of caregiver, military, and veteran issues, and the emotional impact of caregiving
- Exceptional interpersonal skills. Ability to interact effectively with diverse individuals and build effective working relationships telephonically.
- Strong working understanding of EDF's programs as well as the existing landscape of other programs and resources available for caregivers.
- Displayed knowledge of the challenges faced by caregivers, hidden helpers, and veterans affected by trauma.

- An understanding of the social perspective of caregivers.
- Ability to respond to sensitive matters with diplomacy and empathy. Demonstrated emotional intelligence.
- Demonstrated understanding of psychological and mental health issues.
- Effectively applied knowledge of relationship management and partnering.
- Exceptional reporting and presentation abilities, with strong written and verbal communication skills.
- Ability to work independently and collaboratively in a dynamic and fast-paced environment.
- Strong organizational and time management skills
- High energy level. Self-starter; willing to take initiative.
- Prioritizes excellent and timely customer service.
- Strong literacy in Microsoft Office, Outlook, Excel; previous use of CRM databases (experience with Salesforce preferred)
- Demonstrated professional standards and unwavering integrity and ethical conduct; understands when confidentiality is required.

COMPENSATION AND BENEFITS

EDF's compensation strategy is based on equity and transparency. When determining salary offers, the candidate's directly applicable experience will be taken into consideration as well as internal equity within the range. This is a full-time position with a starting pay range between \$60,000 and \$80,000 annually.

Benefits offered include generous company contributions towards medical insurance, company-paid dental and vision insurance, company-paid life insurance and short- and long-term disability, paid time off including paid holidays and paid parental leave. We also offer a retirement plan with an automatic company match, and the option to contribute towards a Flexible Savings Account for eligible medical, dependent care, parking and transit expenses.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Ability to work remotely from home and within an office environment and have significant interaction via telephone, videoconference, IM, and email with EDF's national team.
- Ability to work occasional evenings and weekends, possible occasional travel, about 5-10%.

Persons with mental or physical disabilities as defined by the Americans With Disabilities Act are eligible for this position as long as they can perform the essential functions of the job after reasonable accommodations are made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible for this position.

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.