

<https://www.nten.org/jobs/product-manager-for-nonprofit-case-management>

Product Manager for Nonprofit Case Management

Organization:

[Family Promise](#)

Type:

Contract

Salary:

\$100 to \$125

/ Hourly

Four-day week:

No

The Mission

Family Promise is a national nonprofit working to end family homelessness. We support a network of roughly 180 Affiliates across the country — local organizations on the ground housing families, delivering services, and rebuilding stability one household at a time.

Family Link is our case management platform, built on AppSheet, that gives Affiliates a standard for how they document and manage the families they serve — and gives us real-time visibility into what's happening across the network.

The platform works. Over half the network is live. The data we're generating is real and meaningful. Now we need to use it better, and build smarter — with Affiliates, not just for them.

The Role

We're hiring a part-time Product Manager to own the specification layer between product vision and our development team.

This is an execution role. The core job is getting close to our users — Affiliate staff, case managers, executive directors — understanding what they actually need, and translating that into developer-ready specs the team can build against. You'll manage the backlog, coordinate UAT, and help communicate what's shipping to the network.

You'll work closely with our AppSheet developer, in the design phase. And collaborate with the broader product delivery team, on handoff and execution. You'll co-host our monthly Community Call with our Affiliate Success Lead, and over time you'll own our weekly Affiliate newsletter.

Who We're Looking For

You have experience translating user needs into product decisions — whether inside a nonprofit, at a software company serving nonprofits, or both. You know what a good spec looks like and you've seen what happens when the spec is bad. You've talked to real users and changed what you were building because of what you heard.

You're energized by the execution layer, not just the strategy layer. You want to be close to the work and close to the people it serves. You're comfortable operating with autonomy in a constrained environment and you don't need a lot of infrastructure to be effective.

You use AI as a real part of your workflow — not a novelty, not a crutch, but a tool you direct with intention.

You're looking for a one-year fractional engagement where you can go deep, build real domain knowledge, and make a measurable difference for the families and organizations at the center of this work.

The Work

- Talk directly with Affiliates to understand how they're using the platform, where they're stuck, and what would make their work easier
- Translate roadmap priorities and user feedback into developer-ready specs with user stories and acceptance criteria
- Manage the product backlog and sequence work with the development team
- Coordinate UAT before features reach Affiliates
- Co-host the monthly Community Call and own the weekly Affiliate newsletter
- Surface patterns and field signals back to the product team

The Platform

- AppSheet — case management and data entry
- BigQuery — raw data storage
- DBT — data structuring
- Looker Studio — reporting and visualization

You don't need to be a developer. You do need to be comfortable working close to a technical platform and collaborating with developers who know it deeply.

The Team

A lean, fractional, distributed group. Everyone has a specific lane and operates with real autonomy. We communicate async through Google Chat with core overlap hours Monday through Friday. We move fast, ship regularly, and care deeply about getting it right for the Affiliates we serve.

The Details

- 10–20 hours per week, with flexibility based on workload
- \$100–125/hr, 1099
- One-year commitment expected

- Remote, async-first, with occasional video calls
- Core team working hours, 10am – 2pm CT, M-F

To Apply

Send a note to jirwin@familylink.familypromise.org with three things:

- In 200 words or less, tell us about a product problem you owned end to end — from the first user conversation to the moment it shipped. What did you learn, what did you change, and what would you do differently?
- Tell us how you're using AI tools to augment and expand your workflow as a Product Manager.
- Include either your LinkedIn profile or resume.