

# Georgia Resilience and Opportunity (GRO) Fund

*Rooted in communities, growing bold ideas for change*



Title: **Program Manager - Freedom Futures**

Reports to: Director of Programs - Freedom Futures

Location: Atlanta, GA

Type: Full-Time

## Position Type

[The Georgia Resilience and Opportunity \(GRO\) Fund](#) is seeking a full-time, salaried Program Manager for our Baby Bonds Pilot Program. The salary range for this position is **\$67,000 - \$78,000** depending on experience. The GRO Fund also offers a competitive benefits package including health, dental and vision insurance; paid parental leave; unlimited PTO; and retirement.

## About the GRO Fund

**The GRO Fund builds bold, evidence-based and community-driven solutions to address racial income and wealth divides.** We work to transform the economic conditions of impacted communities. GRO aims to bridge the gap between policymakers, experts, and impacted communities by convening these actors around bold, actionable, community-based initiatives and policies. Our work strives to grow the possibilities of what is achievable to close the racial wealth divide and live in a state where no one lives in poverty. We are ambitious and bold practitioners actively building the future we want to see.

**GRO's flagship project is the [In Her Hands initiative](#),** a guaranteed income project which provides an \$850-1000 a month no-strings-attached income supplement to nearly 1000 women across Georgia.

**GRO is launching [Freedom Futures: Cash for Today, Capital for Tomorrow](#)** – an accelerated Baby Bonds program launching in Summer 2025. FF will provide an investable sum upward of \$10,000 (“Baby Bond”) and a \$500/month guaranteed income to young people 18-25 years of age over 4 years. Freedom Futures will function like a simulation of a Baby Bonds policy and will include the addition of a guaranteed income. The program will launch with an initial cohort of approximately 50 young people. GRO intends for Freedom Futures to eventually serve 250+ young people throughout Georgia, as funding and other constraints allow.

Both pilot programs include a robust evaluation, a policy change effort, and a narrative change effort.

## Position Overview

**[The Georgia Resilience and Opportunity \(GRO\) Fund](#) is hiring a Program Manager to provide community and participant support, program development and management, and team support for Freedom Futures.** This role is ideal for someone who enjoys engaging

with participants and community members, excels in both detail oriented tasks and big picture thinking, and thrives in a fast paced, mission-driven environment.

Reporting to the Director of Programs - Freedom Futures, the Program Manager will serve as the primary manager for the first cohort of Freedom Futures, which is launching in the summer of 2025. The Program Manager will plan, monitor, and oversee the participant experience for the first cohort of Freedom Futures. The Program Manager will develop and manage financial education and other programs for cohort one participants. The Program Manager will provide essential support to the Freedom Futures and broader GRO team. The Program Manager will support research, narrative change, and other activities as needed.

In the first three months, the Program Manager will support the launch of the first cohort of Freedom Futures working closely with partners and GRO staff to successfully onboard participants and ensure participant-facing systems are working well. After that, the Program Manager will begin building and managing supplemental programs (like the Participant Advisory Committee).

**This position is fully funded for two years.** The GRO Fund intends to make this a permanent position through the duration of Freedom Futures.

### **Key Outcomes for This Role**

1. **Freedom Futures runs smoothly and day to day operations drive toward the goals of the program:** This role will lead the day to day management of the first cohort of Freedom Futures — with minimal to moderate support, delivering results on time and to a high standard.
2. **Freedom Futures is participant-centered:** By leading participant-engagement and customer service efforts, this role ensures that the implementation of Freedom Futures is driven by and responsive to participant needs and goals.
3. **Programs and partnerships advance the program's goal to improve the financial health and wealth of participants while delivering policy-relevant learnings:** This role will develop key programming and partnerships to improve participant outcomes and deliver learnings that can inform the design of early wealth building policy proposals.

## **Responsibilities**

### ***Program Development and Management (50%)***

- Lead the day-to-day management of the first cohort of Freedom Futures once the program reaches steady state
- Build and manage workplans, basic budgets, and report out (internally and externally) on program progress
- Define and review operational and efficiency metrics, with an eye to managing to improvement
- Develop and manage partnerships to develop financial education programs and other relevant programs and connect participants to these programs as necessary
- Track participant data and outcomes through financial education programming and other programs

### ***Community and Participant Engagement (15%)***

- With implementation partners, carefully plan, monitor, and oversee the participant experience throughout the course of the program, including details of the program -- recruitment strategies, selection process, communications to participants, survey touch points, etc.
- Manage and launch a Participant Advisory Committee (PAC) and a Community Advisory Committee (CAC), which provide feedback on key aspects of the program design and implementation, by organizing meetings, drafting relevant materials and serving as the main point of contact for members
- Develop relationships with participants and the PAC to anticipate, convey, and respond to the needs and concerns of participants throughout the course of the program
- Through regular touchpoints, provide encouragement, monitor progress, maintain records, and offer referrals to appropriate resources for each participant
- Organize and implement community based meetings and events as needed

### ***Customer Service (15%)***

- Lead program customer service, including directly supporting participants via an email-based help desk and through phone support, as well as in-person assistance, as needed
- Follow protocols to resolve participant cases through communication, data entry, and/or escalation of more serious matters to the appropriate individuals
- Serve as a trusted resource for participants and community partners supporting the program, responding to their communications in a timely and professional manner
- Be responsive to participant inquiries for resources and programmatic support, including by providing warm introductions to partner organizations for participants

### ***Team Support (20%)***

- Coordinate internal staff and external partners as needed to ensure seamless program operations
- Manage additional program staff and contractors/vendors as needed
- Support other work portfolios, projects, programmatic activities, and events as needed, including support for new programs
- Conduct research and data analysis to develop external facing memos and presentations that summarize the program's operations and impact
- Support the Director of Programs and Executive Director with attending, scheduling meetings, and notetaking; these responsibilities shared across the team

## **Qualifications**

We are seeking candidates who have:

- A minimum of 4 years of work experience in a role that required project/program management and/or direct service delivery and/or participant or community engagement
- Excellent project management skills, including with projects involving internal external partners, experience leading internal and external meetings
- Demonstrated experience building and effectively implementing work plans, using project management tools (Asana, Excel, GANTT charts, etc.),
- Demonstrated experience working with cross functional internal teams, external teams, and a diverse set of partners to implement a program

- Exceptional customer service instincts, including skilled problem solving, patience, and high emotional intelligence
- Exceptional communication, organizational, and time management skills
- Strong analytical and writing skills; ability to synthesize data to recommend program adjustments
- Ability to work in a fast-paced, deadline-driven environment with occasionally unpredictable hours, manage multiple tasks at once, and deliver excellence independently and collaboratively
- Ability to work both independently and as a team member with personal enthusiasm, optimism, humility, and a sense of humor

Other desired skills and experience:

- A demonstrated commitment to economic, racial, and/or gender justice
- Previous experience in financial capability, asset building, or community development is preferred
- Willingness to speak up, suggest new ideas, receive feedback, and adjust plans to ensure successful completion of goals

## Location

**This role is based in Atlanta, GA.** Remote work is permitted but candidates must live in Georgia and be available to work in the metro-Atlanta area. The candidate may be expected to travel to locations across Georgia (up to 15% of time) throughout the duration of the program. We currently have an office co-working space for staff in Atlanta where our team meets regularly.

## Apply

Interested candidates should email their resumes and a brief cover letter as attachments to Amit Khanduri [amit@thegrofund.org](mailto:amit@thegrofund.org) and copy [admin@thegrofund.org](mailto:admin@thegrofund.org) with the subject “Application for Program Manager” by 5:00pm EST on April 24, 2025.

Cover letters should include:

- Why do you want to work for the GRO Fund?
- What experience do you bring to the role?
- What is not on your resume that we should consider?

**The target start date is late May.** Flexibility will be given for the candidate with the best fit. References will be requested from finalists.

*The GRO Fund is an equal-opportunity employer that centers racial justice in its work internally and externally. We are committed to equity and diversity and to the recruitment and retention of people from backgrounds traditionally excluded from philanthropy, including Black, Indigenous and people of color, LGBTQ+ individuals, and people with disabilities.*