



## Philadelphia Youth Network, Inc. Job Description

<b>Job Title:</b> Associate, Quality Assurance		<b>Unit:</b> Compliance and Operations
<b>Division:</b> Information and Operation Systems		<b>Location:</b> 400 Market Street, Suite 200
<b>Reports to:</b> Director, Compliance and Operations		<b>Date Posted:</b>
<b>Benefits:</b> <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Not Eligible	<b>Hours: 37.5 per week</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary/Seasonal <input type="checkbox"/> Intern
<p><b>About PYN:</b></p> <p>The Philadelphia Youth Network (PYN) is a solutions-builder forging together significant players to alleviate a root cause of poverty by preparing 12-24-year-olds to become productive working adults. Our work is grounded in the understanding that young people need access to both education and employment, proven factors in being prepared for a career. With a track record of increasing impact, PYN funds and brokers action with the right partners to collectively address barriers. PYN constructs systems to create change, while innovating to meet evolving needs. Together with our partners, PYN dramatically changes the trajectory of individuals' lives by giving voice to underserved youth, and ultimately creating a pipeline for an educated, engaged workforce.</p> <p><b>About Compliance and Operations Department:</b></p> <p>The Compliance and Operations department (CO) is accountable for the organization's adherence to Federal, State and Local regulations, and the development of administrative policies and procedures to ensure consistent processes across PYN's program models. The CO team is responsible for:</p> <ul style="list-style-type: none"> <li>• Reading and debrief Federal, State, and Local regulations and guidance to develop a translation document(s) and polices for our Stakeholders</li> <li>• Supporting and providing training and technical assistance around all guidance and policies to ensure translation, adherence through oversight and monitoring of all funding policies</li> <li>• Supporting a baseline for PYN's program models, service delivery and tracking systems including, but not limited to, participant eligibility and enrollment, participant worksite/internships development, participant service delivery, and the support of enhancement plans and program timelines</li> <li>• Performing funding monitoring request with coordination and convening multiple departments and staff</li> <li>• Supporting funders and program performance review by reporting out findings and deploying corrective action plans</li> <li>• Ensuring participant files are archived</li> </ul> <p>All staff members are expected to embody PYN's core values (collaboration, innovation; respect, responsibility, and excellence) in how they represent the organization externally, and model the intermediary spirit in their approach.</p> <p><b>General Description:</b></p> <p>The Associate, Quality Assurance is responsible for monitoring provider compliance with funding regulations, analyzing and reporting performance with regard to compliance behaviors, creating innovative solutions to address compliance challenges and providing technical assistance to internal and external stakeholders as needed. The Associate, Quality Assurance's primary work responsibilities spans the following areas:</p> <ul style="list-style-type: none"> <li>• Compliance Monitoring</li> <li>• Analysis and Reporting of Compliance Behaviors</li> <li>• Problem-Solving, Technical Assistance and Training</li> <li>• General</li> </ul>		

**Essential Functions:****Compliance Monitoring**

- Plan, coordinate and conduct program site visits to monitor provider adherence to all funding regulations
- Ensure adherence to PPPs

**Analysis and Reporting of Compliance Behaviors**

- Develop a system to track and report provider performance with regard to compliance with funding regulations
- Contribute to the development of provider needs assessments to determine strengths and weaknesses as it relates to quality assurance
- Prepare monthly summary documenting evidence of compliant behaviors for each provider as part of the larger performance management system
- Participates as a key member on cross functional teams to address provider performance and organizational standards of compliance
- Contribute to generation and dissemination of provider performance reports

**Problem-Solving, Technical Assistance and Training**

- Identify innovative strategies to improve provider compliance
- Provide technical assistance to providers to address identified compliance challenges
- Collaborate with colleagues across departments to design and implement forums for providers to develop peer networks to address common challenges as necessary
- Assist in the development of staff training materials to increase internal/external capacity
- Develop and provide technical assistance and training to internal/external program staff for regulatory practices
- Support the effort to prepare for external monitoring visits

**General**

- Represent the department on internal and external committees as well as at meetings.
- General support – Includes distributing publications, coordinating meetings, collecting data for providers.

**Education, Experience & Skills Required:**

- Bachelor degree with a minimum of 5 years of experience with compliance monitoring or related field
- Demonstrated ability to conduct audits and monitor compliance with funding regulations
- Ability to gather and analyze statistical data and prepare reports and training materials
- Demonstrated knowledge of PII and HIPAA standards and regulations
- Ability to embrace, apply, and reflect PYN's Core Values of Innovation, Respect, Responsibility, Excellence and Collaboration
- Demonstrated success collaborating with others, including colleagues in non-profits, educational, social or governmental systems
- Willingness to be reflective, engage, learn and grow continuously
- Ability to employ flexibility and creativity in the face of ambiguity and challenge
- Ability to take ownership and drive activities through completion while balancing the needs of all stakeholders
- Excellent problem solving skills
- Demonstrated ability to work independently, prioritize projects, be flexible and initiate follow-through with attention to detail and a high level of accuracy
- Demonstrated ability to work effectively under pressure and handle multiple simultaneous tasks and demands
- Excellent oral and written communication skills, including visual presentation of information and high level command of grammar, spelling and word usage
- Ability to deliver an impromptu presentation
- Ability to develop and maintain healthy and productive relationships with stakeholders and staff
- Ability to interact and communicate with individuals at all levels of the organization and present a positive brand image that is aligned with the organizational values
- Ability to adapt to changes in corporate structure, work environment, and work demands due to delays and unexpected events
- Ability to balance decisiveness and assertiveness with sensitivity and candor to promote engagement of stakeholders
- Demonstrated poise, tact, and diplomacy
- Demonstrated proficiency in Microsoft Word, Excel, and PowerPoint
- Extremely well-organized, with attention to accuracy and detail

- Ability to understand and interpret program and financial data and correlate actions and decision making
- Interest in workforce development, youth development, and/or urban education issues
- Excellent customer service skills
- Demonstrated success managing tasks with minimal supervision and/or direction
- Flexibility to work some nights and weekends during months of summer program operation (April-August), as needed
- Successful completion of an FBI clearance, criminal background check, and child abuse clearances (required of all PYN employees)

**Supervisory Responsibility**

The Associate, Quality Assurance will not have supervisory responsibilities.

**Work Environment**

This job generally operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The employee is occasionally exposed to a variety of extreme conditions at job sites.

**Position Type/Expected Hours of Work**

This position is a 37.5 hours and occasional may require late night and/or weekend work.

**Travel**

Travel is primarily local and generally occurs during the business day.

**Work Authorization/Security Clearance**

Successful completion of background checks (PA State Criminal, PA Department of Public Welfare Child Abuse, U.S. Department of Justice National Sex Offender Registry, and F.B.I. fingerprinting).

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.