



Philadelphia Youth Network, Inc. Job Description

Job Title: Associate, Operations		Unit: Compliance and Operations
Division: Information and Operation Systems		Location: 400 Market Street, Suite 200
Reports to: Director, Compliance and Operations		Date Posted:
Benefits: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Not Eligible	Hours: 37.5 per week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary/Seasonal <input type="checkbox"/> Intern
<p>About PYN:</p> <p>PYN is an intermediary organization that works with cross-sector partners to expand access to services for underserved young people ages 12-24. PYN's vision is to alleviate poverty and inequity through education and employment. PYN's mission is to create coordinated systems which promote the attainment of academic achievement, economic opportunity and personal success. We know that Philadelphia struggles with challenges that have serious implications for not only our young people but for our city overall. Founded in 1999, PYN has always prioritized services to communities with limited resources and access to opportunity. Since its inception, PYN has secured more than \$500M dollars from public and private sources and managed more than 200 contracts with community-based organizations to create high-quality opportunities for more than 160,000 young people.</p> <p>About Compliance and Operations Department:</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"> • Reading and debrief Federal, State, and Local regulations and guidance to develop a translation document(s) and polices for our Stakeholders • Supporting and providing training and technical assistance around all guidance and policies to ensure translation, adherence through oversight and monitoring of all funding policies • 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 • Performing funding monitoring request with coordination and convening multiple departments and staff • Supporting funders and program performance review by reporting out findings and deploying corrective action plans • Ensuring participant files are archived <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>General Description:</p> <p>The Associate, Operations is responsible for providing guidance to internal and external stakeholders to ensure effective and efficient operational practices aligned with funding regulations, continuous monitoring of internal stakeholder knowledge of said guidance and providing technical assistance to internal and external stakeholders as needed. The Associate, Operations' primary work responsibilities spans the following areas:</p> <ul style="list-style-type: none"> • Translation of Funding Regulations into Operational Guidance • Analysis and Reporting of Operational Efficacy and Efficiency • Problem-Solving, Technical Assistance and Training • General 		

Essential Functions:***Translation of Funding Regulations in Operational Guidance***

- Establish and maintain Policy, Process and Procedures (PPP) documents and policy briefings to ensure adherence to funding source regulations regarding program administrative requirements
- Develop, implement and document a policy dissemination strategy to ensure all relevant PYN staff are adequately informed and prepared to support sub-contracted providers
- Support Director, Compliance and Operations as PYN's internal expert on regulations, laws and best practices in data validation, compliance and quality assurance for Operational system development and changes
- Convene internal meetings for relevant staff to ensure they are clear on Policies, Process and Procedures

Analysis and Reporting of Operational Efficacy and Efficiency

- Contribute to the development of provider needs assessments to determine strengths and weaknesses as it relates to operations
- Participate as a key member on cross functional teams to address provider performance and organizational standards of compliance
- Coordinate sub-contracted provider processes, including, but not limited to provider close-out, annual monitoring reports, and archiving
- Work to maintain, improve and update internal systems and operational forms, including, but not limited to payroll database (PYNDEX), case management databases (CWDS & ETO), and updating provider portal (PYNPortal)

Problem-Solving, Technical Assistance and Training

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

General

- Represent the department on internal and external committees as well as at meetings.
- Writing and editing – Policy, Process, and procedures as it relates to funding grants, Federal, State, Local regulations, research summaries.
- Quality control – Reviewing and proofreading materials, presentations and on-line information about PYN programs.
- General support – Includes distributing publications, coordinating meetings, collecting data for reports.

Education, Experience & Skills Required:

- Bachelor degree
- Demonstrated ability to debrief and present comprehensive literature/materials. Writing sample is required.
- Demonstrated knowledge of PII and HIPAA standards and regulations
- Demonstrated focus on self-development and growth
- Excellent problem solving skills and the ability to take ownership and drive responsibilities through to completion
- Demonstrated ability to work independently, prioritize projects, be flexible and initiate follow-through with attention to detail and a high level of accuracy
- Demonstrate experience operating in a solution driven organization
- Demonstrated ability to work independently, prioritize projects, be flexible and initiate follow-through with attention to detail, a high level of accuracy and organization
- Demonstrated ability to work effectively under pressure and handle multiple simultaneous tasks and demands with minimal supervision
- Develop and maintain effective working relationships
- Demonstrated experience providing customer service excellence
- Ability to employ flexibility and creativity in the face of ambiguity and challenge
- Strong verbal and written communication skills
- Demonstrated proficiency in Microsoft Windows & Office, PowerPoint, Excel, database and record retention management systems and compliance systems,
- 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
- Ability to take ownership and drive activities through completion while balancing the needs of all stakeholders
- Demonstrated ability to work effectively under pressure and handle multiple simultaneous tasks and demands
- 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
- Ability to adapt to changes in corporate structure, work environment, and work demands due to delays and unexpected events Demonstrated poise, tact, and diplomacy
- 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 and general understanding of workforce development, youth development, and/or urban education issues

Supervisory Responsibility

The Associate will not have supervisory responsibilities. At times, will have back-up responsibilities to support the Director, Compliance and Operations during the time periods of Paid Time Off (PTO) leaves.

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 requires flexibility to work some nights and weekends during months of summer program operation (April-August), as needed.

Travel

Travel is primarily local and occurs during the business day throughout the City of Philadelphia and the surrounding counties to various subcontractor provider locations accessible via walking, public transit and on occasion personal vehicle.

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.

Interested candidates should send a cover letter and resume to jobopps@pyninc.org.