

**Department of Human Services
Division of Community Based Prevention Services (CBPS)
Education Support Center (ESC)
Truancy & Intervention Prevention Services**

Job Description: Truancy Intervention & Prevention Fellow

The City of Philadelphia's Department of Human Services and Philadelphia Youth Network have partnered to focus on Truancy. DHS will host a Project U-turn Fellowship that aims to advance the alliance's work to unify partners to increase graduation rates and prepare young people for future opportunities.

The Philadelphia Department of Human Services' Mission

The overarching mission of the Philadelphia Department of Human Services is to provide and promote safety, permanency, and well-being for children and youth at risk of abuse, neglect, and delinquency. DHS believes that child welfare is a community responsibility and that ensuring the safety and well-being of our young people requires a supportive network. DHS has implemented the **Improving Outcomes for Children (IOC) system transformation** based on the premise that positive outcomes are achieved through child welfare services that are family-centered, community-based, culturally competent, integrated, timely, and accountable for results.

The DHS Education Support Center's Mission

To improve the educational stability, continuity and well-being of children and youth involved with the Philadelphia Department of Human Services.

Truancy Intervention and Prevention Services (TIPS) Background

The Department of Human Services currently shares a county-wide responsibility of developing and implementing a comprehensive strategy to increase attendance in Philadelphia public schools. DHS provides diversionary case management services through a referral process in response to youth & families identified as truant after surpassing & exhausting the school's early warning indicators and attendance improvement plans.

I. Job Outline

The DHS Truancy Intervention and Prevention Services (TIPS) Unit is requesting the expertise of a Project U-turn Fellow to assess the framework of our program, review our provisional standards, identify systemic barriers and provide concrete recommendations to improve the services of our DHS subcontracted providers. We are also seeking additional recommendations to improve the truancy process of Regional Truancy Court; a process which is undergirded by cross-system collaboration between the School District of Philadelphia, Family Court & the Philadelphia Department of Human Services to ensure the careful and timely review of youth specific truancy matters for Philadelphia county families.

In summary, the DHS- Project U-turn Fellow will be required to evaluate the effectiveness of existing standards of practice and identify new evidence-based truancy reduction strategies and truancy case management service models to promote community involvement, shift local paradigms, and implement a demonstrated approach to further the engagement of families, advance their awareness of state truancy laws, and streamline their connection to community-based resources to better mediate factors related to truancy.

The role of the Fellow will require the wearing of several hats, which includes performing as a Truancy Champion within the community, acting as a research/resource expert to shape framework and strengthen a more effective program model, acting as a Liaison to bridge communication between DHS Truancy Intervention and Prevention Services, Family Court and District schools, and working as an analyst to identify areas of weakness in service, collaboration and data reporting.

Additional project objectives are to increase school attendance, re-engage youth towards higher academic attainment, empower youth and families to seek access to school based services, and explore school assignment options whenever necessary.

The impact of the project should result in a reduced dropout rate, increase in school engagement, and the implementation of sustainable system processes that will improve city-wide graduation rates over the next 2-4 years.

Overall work will be performed under the direct supervision of the DHS Education Support Center Administrator.

II. Specific Job Responsibilities:

To help generate the impact necessary to advance the work of the DHS Truancy Intervention and Prevention Services (TIPS) Unit, the Project U-turn Fellow is projected to work with:

- Truancy Providers
 - To identify capacity for qualitative case management services and provide recommendations for standardized methods of practice
- School District of Philadelphia
 - To develop systemic practices & benchmarks for an effective collaborative truancy elimination plan between DHS, SDP and Regional Court/Family Court; commit to practice realignment to identify, respond and remove factors related to truancy
- DHS
 - To create best practices, recommend a sustainable service delivery model for Truancy Case Management Services and develop strategic cross system intervention for habitually truant youth
 - Provide recommendations to employ a cross-system teaming approach between DHS/SDP/Family Court for Regional Truancy Court Hearing Officers as a last chance diversionary opportunity from formal child welfare involvement
- Family Court
 - Provide recommendations for Regional Court practice model.

The Fellow will be further responsible for:

- The writing and submission of reports and recommendations of Truancy processes
- Managing quarterly, semi-annual and annual work plans to stay abreast of timelines and deliverables
- Staying abreast of education stability trends, new protocols across the state and county with new research, reports, etc. to share with the ESC Director and the Truancy Intervention & Prevention Administrator
- Steering the development of program management frameworks for the ESC Truancy Intervention & Prevention Services unit

The Fellow should stand to gain hands-on experience and increased knowledge in the areas of:

- Program implementation, capacity building and sustainability
- Program alignment
- Program evaluation
- Data Analysis
- Data Reporting
- Provider meeting facilitation when necessary
- Community Engagement
- Truancy standards and effective models of practice
- Practical research of National, State and Local modalities that prove effective with reducing truancy
- Resource gathering to build a rich resource hub for TIPS Providers and relevant stakeholders
- School truancy elimination plan process
- Laws that hold systems accountable with decreasing truancy and increasing graduation rates

- Site visits to area schools (public and charter), CUA agencies, and Truancy Provider agencies to assess business operations
- Technical support delivery to community providers and stakeholders
- Other TIPS program tasks as necessary to further success

III. Applicant Requirements

- Ability to:
 - effectively manage multiple projects and responsibilities
 - analyze complex organizational and procedural problems involving work production, business process flow, data systems, and staff utilization
 - prepare and interpret a variety of reports, charts, process maps, action plans, and other materials
 - plan and conduct research applicable to areas of assignment
 - establish and maintain effective working relationships with associates, departmental officials and outside consultants
 - use sound judgment
 - think independently
 - trouble-shoot program barriers
 - travel locally and state-wide (nearby PA counties)
- Knowledge of:
 - organizational structure and functions of the Department of Human Services and city government
 - data analysis methodology, process improvement methodology, and program management principles
 - agency regulations, mandates, and procedures that govern decision making
 - principles, methods and techniques for data collection, analysis and report writing
 - the design, methodology and techniques of program management and project management
 - various social media platforms to share resources
- Strong skill in:
 - business and technical writing
 - oral communication
 - the use of Microsoft Office programs such as Word, PowerPoint, and Excel
 - the use of data reporting tools
 - the use of management software such as Visio and MS Project as applicable
- PA Criminal Background Check, Federal Bureau of Investigation Clearance, and PA Child Abuse Clearance dated no earlier than one year preceding the start date.

IV. Applicant Education & Experience requirements:

- Master Degree in Education, Public Policy, Law or a related field with 5 years or more experience in program management, public policy, and/or project management

V. Job Specifications:

- Salary Range: \$65,000- \$70,000
- Full-time position: Monday- Friday 8:30am-5pm
- Funding is available to support this Fellow for an 18-month project.

VI. CONTACT

Please send resume, list of 3 references with contact information via email to Luciana Terrell, Director for Education Support Center at Luciana.Terrell@phila.gov.