



Philadelphia Youth Network, Inc. Job Description

Job Title: Program Associate		Location: 400 Market Street, Suite 200
Division: External Relations		Department: Program Operations
Reports to: Manager, Program Operations		Date Posted:
Benefits: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Not Eligible	Hours: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Type of Position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time Temporary <input type="checkbox"/> Seasonal <input type="checkbox"/> Intern

About the Philadelphia Youth Network:

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. For more information, visit www.pyninc.org.

About WorkReady Philadelphia:

WorkReady is a citywide effort to address the skills gap by convening partners, employers, leaders of youth-serving systems and youth to build a coordinated approach to preparing young people for future employment. WorkReady stakeholders seek to give young people ages 12-24 access to a meaningful paid work experience that promotes self-efficacy, connects youth to caring adults and offers the opportunity to build the transferable skills required to secure and sustain employment. WorkReady is managed by the Philadelphia Youth Network (PYN). For more information, visit www.workready.org.

About the Program Operations Department:

The Program Operations (PO) team ensures that PYN's programmatic and operational strategies are implemented with fidelity and supported through the planned lifecycle. As a conduit for local, regional, and national best practices, the PO team integrates a continuous improvement approach to ensure that programs are managed, operated, and evaluated at a high-level, enhancing and strengthening the impact of programming on youth in Philadelphia. The PO team works in partnership with stakeholders who invest in the youth workforce system and sub-contractors who directly serve the youth.

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.

General Job Description:

The Program Associate is responsible for providing support to youth providers and youth who participate in PYN programming on behalf of WorkReady Philadelphia. This includes oversight of contracted providers and partners administrative and programmatic requirements related to the successful implementation of programs. Providing technical assistance on PYN policies and procedures for continuous improvement and analyzing and reporting performance regarding recruitment and enrollment with the City of Philadelphia and Philadelphia Parks & Recreation. This position requires a flexible schedule, light travel, and work outside of the PYN office. The Program Associate's primary work responsibilities span the following areas:

- Program Management
- Systems/Partnership Relationship Building
- Program Operations Support
- Compliance
- Reporting

Essential Functions:**Program Management**

- Support activities to ensuring youth and young adults have access to and successfully enroll in a menu of PYN programs during the school-year and summer.
- Support the implementation plan for year-round and summer programming.
- Ensure payroll is administered for participants and proof submitted to PYN.

Systems/Partnership Building

- Manage relationships with key partners including the Department of Human Services, Department of Recreation, and various OST service providers.
- Maintain targeted communication with partners and direct-service providers
- Maintain relationships with direct-service providers staff, City stakeholders, participants, etc.
- Support ongoing efforts with stakeholders in order to recruit, enroll, place and retain participants in programming.
- Educate stakeholders on steps required to secure vital documents required of any employment programming and those specific to PYN program enrollment.
- Assist in evaluating program effectiveness and tracking progress toward program goals

Program Operations Support

- Partner and co-facilitate vital document sessions with OST, & DHS/CUA and Parks and Recreation staff
- Plan, publicize and deliver enrollment sessions to recruit young people
- Monitor application and enrollment process
- Review, troubleshoot, conduct follow-up for any missing documentation to complete enrollment of program participants
- Support and deploy technical assistance

Compliance

- Adhere to PYN's Policies, Process and Procedures (PPP) for programming overall
- Use all policies and procedures to be clear on Quality Review steps and for youth and worksite agreements

- Use the Quality Review Checklist and the PYN Approved Source Documentation list against submitted documentation to determine if files are complete or incomplete (e.g. SSN, Date of Birth, etc.)
- Communicate effectivity to stakeholders regarding participant file and worksite agreement status and next steps
- Understand and adhere to the clearance policy and process for clearances for worksite supervisors and program participants
- Adhere to the file management policies and protocols to ensure that participant files are organized and stored properly
- Quality Review participant data entered in online application in PYNDEX
- Quality Review participant files in PYN client tracking system (PYNDEX) information to ensure eligibility/enrollment completeness and accuracy prior to determination of complete or incomplete file status
- Data entry into PYNDEX manually for programs that use paper applications
- Ensure the following data is validated with supporting documentation; Name, Date of Birth, SSN, and Address, City, State, Zip
- Reviewing clearances for youth to ensure they are cleared for programming

Reporting

- Monitor and report on all quality review and enrollment challenges for the week
- Communicate to supervisor of any challenges that prohibit the quality review and transferring of a participant file in PYNDEX
- Communicate any challenges that arise to supervisor at regular check-ins
- Identify and communicate any patterns that arise in youth behavior, enrollment sessions or paperwork, or any information needed for online application and enrollment of youth
- Share status reports with internal and providers for all follow-up and resolution.

Overall

- Perform other duties as assigned
- May have supervisory duties of temporary staff during summer programming season.

Education, Experience & Skills Required:

- High School Diploma or equivalent with 2-3 years of related or demonstrated work with youth workforce development required. Bachelor's Degree preferred
- Willingness to engage, learn and grow continuously
- Excellent problem-solving skills and the ability to take ownership and drive responsibilities through to completion.
- Demonstrated ability to work effectively under pressure and handle multiple simultaneous tasks and demands.
- Demonstrated ability to work independently, prioritize projects, be flexible and initiate follow-through with attention to detail and a high level of accuracy.
- Develop and maintain effective working relationships
- Provide effective and responsive service to department customers
- Ability to employ flexibility and creativity in the face of ambiguity and challenge.
- Strong verbal and written communication skills.
- Strong interpersonal skills.
- Excellent customer service skills.
- Ability to use personal computer for word processing, database management and presenting presentation materials; proficiency in Microsoft Windows & Office and ability to integrate technology into operations.

- Familiarity with PYN initiatives is preferred, but not required
- Successful completion of background checks (PA state criminal, Department of Public Welfare Child Abuse and F.B.I. fingerprinting)

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