



Philadelphia Youth Network, Inc. Job Description

Job Title: Quality Assurance Assistant		Location: 400 Market Street, Suite 200
Division: External Relations		Department: Program Operations
Reports to: Director, Program Operations		Date Posted: 11/6/18
Benefits: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Not Eligible	Hours: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Type of Position: <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time Temporary <input checked="" type="checkbox"/> Seasonal <input type="checkbox"/> Intern
<p>About the Philadelphia Youth Network:</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. For more information, visit www.pyninc.org.</p> <p>About the Program Operations Department:</p> <p>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 subcontractors who directly serve the youth.</p> <p>General Description:</p> <p>The Quality Assurance Assistant is responsible for the adherence of PYN Policies, Process, and Procedures to ensure the validity and reliability of data, review enrollment paperwork, and enter data into PYN's client tracking systems. The Quality Assurance Assistant is also responsible for analyzing and reporting performance regarding enrollment. This position requires a flexible schedule, light travel, and work outside of the PYN office.</p>		

Essential Functions:

Enrollment Verification

- Attend and coordinate partner visits that refer youth to WorkReady programs
- Support and conduct city-wide enrollment sessions in accordance with applicable labor laws and practices
- Call and email applicants to schedule them for city-wide enrollment sessions
- Follow up with applicants that did not attend enrollment sessions, but remain eligible to participate
- Assist youth with completion of program-required paperwork
- Communicate with applicants and parents the details and requirements of the program.

Operations

- Adherence to PYN's Administrative and Compliance Policies, Process and Procedures (PPP)
- Use all policies and procedures to be clear on Quality Review steps and for worksite agreements
- Ensure understanding of policy for clearances for Supervisors and Youth
- Using the Quality Review checklist and the PYN approve source documentation list against submitted documentation to determine if files are complete or incomplete (e.g. SSN, Date of Birth, etc.) aligned with PYN approved Source Documentation List
- Adherence to the file management policies and protocols to ensure that youth files are organized and stored properly in alignment with Personally Identifiable Information (PII)
- Use of ShareFile to transmit and redeem PII data

Data Governance

- Quality Review participants' data entered into online application in PYNDEX
- Quality Review participants' files in PYN client tracking system (PYNDEX) to ensure eligibility/enrollment completeness and accuracy prior to determination of complete or incomplete file status
- Confirm that all completed youth should be available in the PYNDEX "Student Tab" for job placement
- Data entry into PYNDEX manually for programs that use paper applications
- Ensures the following data is validated with supporting documentation: Name, Date of Birth, SSN, and Address, City, State, Zip
- Quality reviews worksite file to ensure completed file prior to entry
- Reviewing clearances for youth and worksite supervisors to ensure they are cleared for programming through Sterling

Reporting

- Communicate to supervisor any challenges that prohibit the quality review and transferring of a youth file in PYNDEX
- Communicate any challenges that arise to supervisor at weekly group check-ins to troubleshoot and resolve

Overall

- Perform other duties as assigned
- Serve as an example of professionalism for youth applicants through in-person interactions, over the phone, and in written communication

Education, Experience & Skills Required:

- High School Diploma or equivalent, preferably pursuing further education
- 1-3 years of related or demonstrated work experienced 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
- Provider 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
- 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)

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