



## Philadelphia Youth Network, Inc. Job Description

<b>Job Title:</b> Senior Quality Assurance Assistant		<b>Location:</b> 400 Market Street, Suite 200
<b>Division:</b> External Relations		<b>Department:</b> Program Operations
<b>Reports to:</b> Director, Program Operations		<b>Date Posted:</b> 11/6/18
<b>Benefits:</b> <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Not Eligible	<b>Hours:</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	<b>Type of Position:</b> <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time Temporary <input checked="" type="checkbox"/> Seasonal <input type="checkbox"/> Intern
<p><b>About the Philadelphia Youth Network:</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. For more information, visit <a href="http://www.pyninc.org">www.pyninc.org</a>.</p> <p><b>About the Program Operations Department:</b></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 sub-contractors who directly serve the youth.</p> <p><b>General Description:</b></p> <p>The Senior Quality Assurance Assistant is responsible for the adherence of PYN Policies, Process, and Procedures to ensure continuous improvement of the validity and reliability of data entered into PYN's client tracking systems and analyzing and reporting performance regarding enrollment with the 2 largest subcontractors. This position requires a flexible schedule, light travel, and work outside of the PYN office. The Senior Quality Assurance Assistant's primary work responsibilities span the following areas:</p> <ul style="list-style-type: none"> <li>• Operations</li> <li>• Data Governance</li> <li>• Reporting</li> </ul>		

## **Essential Functions:**

### **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
- Understanding policy for clearances for Supervisors and Youth
- Using 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.)
- Adherence to the file management policies and protocols to ensure that youth files are organized and stored properly

### **Data Governance**

- Quality Review participant data entered into online application in PYNDEX
- Quality Review participant files in PYN client tracking system (PYNDEX) to ensure eligibility/enrollment completeness and accuracy prior to determination of complete or incomplete file status
- 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
- Data entry of worksite file into PYNDEX
- Reviewing clearances for youth and worksite supervisors 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 youth file in PYNDEX
- Communicate any challenges that arise to supervisor at weekly group check-ins
- Communicate any problem areas that arise within quality review with the entire seasonal staff team

### **Overall**

- Perform other duties as assigned
- May have supervisory duties during quality review process

**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
- 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
- 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](mailto:jobopps@pyninc.org).**