



Philadelphia Youth Network, Inc. Job Description

Job Title: Provider Specialist Supervisor		Location: 400 Market Street, Suite 200	
Division: External Relations		Department: Program Operations	
Reports to: Director, Program Operations		Date Posted:	
Benefits: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Not Eligible	FLSA Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Type of position: <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Temporary/Seasonal <input type="checkbox"/> Intern	
<p>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.</p> <p>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.</p> <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: The Provider Specialist Supervisor is part of a seasonal team that offers support to the implementation of summer employment programming for providers and youth who participate in PYN Summer Programming on behalf of WorkReady Philadelphia. The Provider Specialist Supervisor will be primarily responsible for the oversight of all contractor (provider) administrative and programmatic requirements related to the successful</p>			

implementation of the WorkReady Summer program, as well as supervision of the Provider Specialist and Customer Service Specialist positions.

This position requires a flexible schedule and working closely with PYN full-time staff to support day-to-day summer program implementation for upwards of 8,000 young people between March and August. This positions work spans the following areas:

- Staff Supervision
- Provider Relationship
- Operations
- Data Governance
- Reporting

Essential Functions:

Staff Supervision

- Provide day to day support and supervision to full-time seasonal Provider Specialists and Customer Service Specialists (minimum 5) staff
- Support on-boarding and training of staff
- Coordinate daily activities and timelines of Provider Specialist and Customer Service Specialist team
- Communicate any challenges that arise within direct reports

Provider Relationship

- Develop and maintain a quality partnership with summer stakeholders
- Collaborate with other internal PYN teams to perform daily tasks
- Understand the life cycle of the Summer Program from execution of provider contracts to youth program completion
- Oversee the management of approximately 80 provider relationships and implementation of all administrative and programmatic requirements related to the Summer Program within that relationship including but not limited to: youth eligibility; recruitment; enrollment; placement; payroll; worksite development and provider/youth assessment and evaluation
- Develop and implement tools and resources
- Drafting and sending out mass provider updates and communication
- Being solutions-orientated within complex, large-scale systems
- Facilitate proactive, coordinated communications to specific groups (internal PYN staff, providers, youth, schools)

Operations

- Monitor the requirements of programs as outlined by model, funding stream and/or applicable child labor laws and communicate to providers when needed
- Support quality review (on- and off-site) of participant files and data entry of worksite agreements to place youth with provider
- Coordinate file submission and/or pick-up at provider site
- Coordinate and troubleshoot submission of timesheets and subsequent youth payroll

- Continue to update the summer provider Q&A document

Data Governance

- Ensure providers and staff are sending personal identifying information through ShareFile, PYNs secure data transfer system
- Analysis and enter information into necessary database(s)

Reporting

- Coordinate the dissemination of various reports and communication strategies with providers and staff
- Coordinate provider updates on status of administrative efficiencies and benchmark (i.e.: slots, number of participants, worksites, and job, number of youth placed), etc.

Other

- Serve as an example of professionalism for youth, providers and other seasonal staff
- Perform other duties as assigned

Education, Experience & Skills Required:

- Bachelor's degree preferred or currently pursuing post-secondary education
- Minimum two-year experience working with youth or young adults in some capacity
- Minimum one-year experience in supervision or leadership position
- Demonstrated ability to manage multiple projects in a high paced environment which includes being highly self-motivated and disciplined.
- Ability to excel in a high-performing team and project a positive attitude
- Demonstrated ability to take ownership, work independently, prioritize projects, be flexible and initiate follow-through with attention to detail and a high level of accuracy.
- Demonstrated ability to work effectively under pressure and handle multiple simultaneous tasks and demands
- Strong verbal and written communication skills
- Strong interpersonal and customer service skills
- Strong organizational, detail-oriented, analytical, critical thinking and problem-solving skills
- Ability to employ flexibility and creativity in the face of ambiguity and challenge
- Familiarity with PYN initiatives is preferred, but not required
- Proficiency in Microsoft Windows and Office
- 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.