



## Philadelphia Youth Network, Inc. Job Description

<b>Job Title:</b> Quality Assurance Assistant		<b>Location:</b> 400 Market Street, Suite 200	
<b>Division:</b> Information and Operation Systems		<b>Department:</b> Compliance and Operations	
<b>Reports to:</b> Director, Compliance and Operations		<b>Date Posted:</b> 12/01/2017	
<b>Benefits:</b> <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Not Eligible	<b>Hours:</b> 37.5 per week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Temporary/Seasonal <input type="checkbox"/> Intern	
<p><b>About the Philadelphia Youth Network:</b>          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 WorkReady Philadelphia:</b>          WorkReady Philadelphia, managed by the Philadelphia Youth Network, is a portfolio of programs that address the skills gap for vulnerable young people. PYN designed a continuum of models to provide young people ages 12-24 with career-connected education experiences that create long-lasting relationships while building the critical 21st century skills that are foundational to entering the workforce. For more information, visit <a href="http://www.workready.org">www.workready.org</a>.</p> <p><b>About the Compliance and Operations Department:</b>          The Compliance and Operations unit (CO) is accountable for adherence of Federal, State and Local regulations and guidance. The CO develops administrative policies and procedures to ensure consistent administration processes across program models. The CO is responsible for the testing of the adherence of administrative policies for PYN's client tracking systems. The CO creates a baseline for service delivery system includes, but is not limited to, youth enrollment, youth payroll, worksite development, and the support of implementation plans and timelines.</p>			

**General Job Description:**

The 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 with regard to enrollment. The Quality Assurance Assistant primary work responsibilities spans the following areas:

- Operations
- Data Governance
- Reporting

**Responsibilities include, but are not limited to:****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 approve 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 participants data entered into Online application in PYNDEX
- Quality Review participants files in PYN client tracking system (PYNDEX) information 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
- Reviewing clearances for youth and worksite supervisors to ensure they are cleared for WorkReady

**Reporting**

- Report out all enrollment challenges for the week
- Communicate to Director, Compliance and Operations any challenges that prohibit the quality review and transferring of a youth file in PYNDEX
- Communicate any challenges that arise to Director, Compliance & Operations at weekly group check-ins

**Overall**

- Perform other duties as assigned

**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.

### **Work Environment**

This job generally operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Travel**

Travel is primarily local and occurs during the business day throughout the City of Philadelphia and the surrounding counties to various worksite locations via walking, public transit and on occasion personal vehicle. More frequent travel occurs during pre-summer and summer season.

### **Physical Demands**

Physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee regularly communicates with business professionals at all levels. Employee must be able to exchange complex information accurately to a variety of audiences such as providers, partners, governmental agencies, etc. The employee frequently moves about inside the office. Frequently operates a computer and other office equipment such as copy machine, printers, telephone, etc.

### **Work Authorization/Security Clearance**

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).

**Other Duties** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Interested candidates should send a cover letter and resume to [jobopps@pyninc.org](mailto:jobopps@pyninc.org).**