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Philadelphia, PA 19106

Career Opportunity

Program Quality Coach

This position is grant-funded from March – August 2022

Philadelphia Youth Network (PYN) has an immediate opening for a seasonal full-time Program Quality Coach. This position is part of a seasonal team designed to ensure that summer employment programming is implemented with fidelity to our program models.

The **Program Quality Coach** will ensure that contractors have the tools, resources and skills to provide high quality programming. Primary responsibilities include:

Program Plans

- Drawing on teaching or instructional experience, coach will support providers in the creation of well-developed Program Plans through tools, resources, group-based trainings and office hours
- Create a system for documenting completed and submission of plans

Share and Develop Curriculum & Resources

- Share and train providers on existing curriculums such as BUILD, the Virtual Resource Library and existing incentivized curriculum
- Research additional tools and resources to share with providers
- Expand financial literacy resources for the provider network

Provide Support to Program Managers

- Assist program managers with elements of SOW items:
 - Youth outreach, qualification, placement and onboarding
 - Developing worksites, entering youth payroll and facilitating payroll pickups
 - Entering data, completing provider surveys, ensuring that youth complete surveys and all other elements of data entry and evaluation that are expected
 - Youth payment processes including provider TA, preparation and distribution and reviewing and approving payroll in the system of record

Additional duties (as needed support):

- Support quality review (on-site and off-site) of participant files and data entry of worksite agreements to place youth with providers; supporting citywide enrollment, if needed
- Support other Program Operations efforts for PYN, as needed
- Support high volume summer activities at PYN as needed

Position requirements:

- Bachelor's degree in education or related field
- Minimum 3 years' experience with youth programming and/or teaching
- Bilingual (Spanish) preferred

- Program Management experience preferred
- Youth workforce knowledge preferred
- Demonstrated teaching and coaching skills with adults
- Excellent problem-solving skills and the ability to drive responsibilities through to completion
- Ability to work effectively under pressure and handle multiple simultaneous tasks and demands
- Demonstrated ability to work independently
- Provide effective and responsive service to customers
- Strong verbal and written communication skills
- Strong interpersonal skills
- Excellent customer service skills
- Ability to use personal computer for word processing and database management
- Successfully pass background checks (PA state Criminal, Department of Public Welfare Child Abuse and F.B.I. fingerprinting)

Please note, this role will be hybrid. Depending on the days/hours worked, applicants may be asked to come into the office for some of their hours, to work on collaborative tasks.

Interested candidates should email a cover letter and resume to jobopps@pyninc.org and please indicate Program Quality Coach in the subject line.

PYN alleviates poverty by preparing young people to succeed in tomorrow's workforce. PYN coordinates partners that connect young people to education and employment experiences, equipping them with the skills employers need. As a result, PYN creates a system of services that help young people become successful, creating a diverse local talent pipeline. Learn more at pyninc.org.