



Philadelphia Youth Network, Inc. Job Description

Job Title: Director, Service Strategy and Innovation		Location: 400 Market Street	
Division: External Relations		Department: Service Strategy and Innovation	
Reports to: Executive Vice President		Date Posted: 10/24/18	
Benefits: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Not Eligible	Hours: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Type of Position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time Temporary <input 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 Service Strategy and Innovation Department:</p> <p>The Service Strategy and Innovation Department is responsible for program design, continuous improvement, program evaluation efforts and management of several pilots.</p> <p>General Description:</p> <p>The Director, Service Strategy and Innovation's primary work responsibilities span the following areas:</p> <ul style="list-style-type: none"> • Leading PYN's efforts to develop new models, evaluate service strategies and develop strategies for continuous learning and improvement. • Building strong collaborative partnerships with internal/external stakeholders to achieve PYN's goals. • Provide strategic leadership for the department, division and PYN overall. • Leading a high performing team. 			
<p>Essential Functions:</p> <p>Strategic Leadership</p> <ul style="list-style-type: none"> • Embody PYN's core values in the relationships with staff and PYN partners 			

- Represents the organization in a professional manner always, acting with the highest levels of integrity and personal accountability
- Contribute to the growth and development of the strategic development of the department
- Participate as a member of the Leadership Team ensuring that management and planning is optimized for the health and wellness of the organization
- Partner with Leadership Team members to support and achieve the organization's strategic and divisional goals
- Develop departmental vision that integrates the divisional and organizational goals
- Assist in the hiring of newly added roles and temporary employees; conduct yearly performance evaluations of employees, and implement the appropriate professional development tools and training to maximize operational effectiveness and to ensure the achievement of employee goals and performance benchmarks

Fiscal Management

- Assist the Executive Vice President and division leadership with developing and monitoring the program budgets and manage expenditures in accordance with funding regulations.
- Support development of funder reports.

Relationship Management

- As a member of the organization's leadership team, build strategic partnerships with other organizations to influence and create systems reform and high-quality service delivery to all stakeholders.
- Collaborate across departments to align all aspects of service delivery with compliance, procurement, contract development, management and performance, program design and evaluation.
- Maintain positive relationships with PYN's sub-contracted provider network and funders
- Engage with PYN Leadership to promote and develop strategies to achieve PYN's mission and vision.
- Engage with key stakeholders within the governance structure to provide technical expertise for tactical and strategic decision making.

Team Management and Development

- Manage staff in the Service Strategy and Innovation department.
- Establish a culture of coaching and professional development by establishing a learning plan for each direct report that addresses the Leadership Alignment standards, ensures regular check-in meetings on performance and documents contributions to the organizational vision and goals.
- Develop and implement a system to evaluate the skill, experience, and professional development needs of all staff.
- Work with staff to develop objective performance measurements to ensure consistent, high-quality evaluation and goal setting for all employees.
- Instill a sense of accountability among team members by modeling tight oversight of individual and organization performance standards.

Professional Development and Learning

- Set strategic direction for program evaluation and make recommendations to improve services, programs, etc.
- Oversee a team that will provide technical assistance and capacity building support to a network of youth serving providers.

- Lead the process to identify cross-system needs and develop solutions that promote programmatic outcomes and ensures PYN meets the goals of each funding sources.
- Develop a knowledge management system that ensures maximum sharing of information and learning throughout the organization; create an environment whereby PYN is known as a best-in-class learning organization.
- Oversee PYN programmatic evaluation activities including data collection systems, longitudinal evaluation, and all contracts and activities relating to program evaluation and measurement; communicate and prepare all data collection summary reports and evaluation updates for the executive leadership, board of directors, and staff.
- Communicate emerging promising and best practices to staff and partners awareness of local and national research and policy as it relates to the work.

Program Design and Innovation

- Collaborate with PYN leaders, staff and external partners to develop new service strategies and enhance existing strategies.
- Engage stakeholders in the development of systemic interventions that grow the impact of services for youth.
- Lead the development and documentation of programmatic interventions.
- Lead team that manage the portfolio of several of PYN's innovation incubation models.
- Develop a strategy to scale service strategies.

Management of PYN's Programmatic Investment Strategy

- Oversee PYN's procurement process.
- Collaborate with PYN leadership investors and partners to generate options for investment.
- Actively engage PYN's Executive Team to make recommendations regarding the investment and implementation of funding sources for PYN programming and services.

Education, Experience & Skills Required:

- Bachelor's Degree is required. Master's Degree in related field (i.e. education, human services, public administration, public policy) is a plus;
- Minimum 2 years of project management experience;
- 5-7 years of staff management;
- Understanding of positive youth development, youth workforce development, alternative education and/or post-secondary access a plus;
- Understanding of the non-profit landscape in the Greater Philadelphia Area;
- Experience cultivating and managing partnerships with community & advocacy organizations and/or government entities;
- Understanding of data evaluation strategies, experience using data to inform decisions
- Excellent customer service skills;
- Demonstrated ability to prioritize projects, be flexible, and work effectively with attention to detail and a high level of accuracy;
- Proficiency in Microsoft Word, Excel and PowerPoint as well ability to integrate a wide-range of technology and data management into daily work;
- Familiarity with PYN initiatives is preferred, but not required;
- Willingness to travel to various locations;
- Flexibility to work evenings and weekends as needed.

- 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.