



## Philadelphia Youth Network, Inc. Job Description

**Job Title:** Project Manager, Summer

**Location:** 400 Market Street, Suite 200

**Division:** External Relations

**Department:** Program Operations

**Reports to:** Manager, Program Operations

**Date Posted:**

**Benefits:**

- Eligible  
 Not Eligible

**Hours:**

- Exempt  
 Nonexempt

**Type of Position:**

- Full-time  
 Part-time Temporary  
 Seasonal  
 Intern

### **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](http://www.pyninc.org).

### **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.

### **General Description:**

The Project Manager, Summer is responsible for overseeing implementation of the various project phases, processes, communications, and reporting for all summer programs assigned within the Program Operations department. The Project Manager is accountable for the overall implementation of their projects, and primary management of external project relationships and partnerships.

The Project Manager's work responsibilities span the following general areas:

- Project Management
- Relationship and Partnership Management
- Project Operations

- Reporting
- Other Duties

### **Essential Functions:**

#### **Project Management**

- Ensure implementation of the operational components of the summer service strategy. Including but not limited to: timeline development, resource creation, pertinent trainings, and evaluations.
- Support the Manager and Director of Program Operations to:
  - Contribute to the organization's provider slot allocation process
  - Manage program training and system needs for summer provider network
  - Manage program operational needs to ensure ability for summer providers to conduct their summer programs
  - Ensure providers have access to PYN systems, tools, resources, trainings, forms and timeline to implement program against the operationally standardized policies, processes, and procedures
  - Manage provider administrative efficiencies and timeline expectations for implementation to important program dates and deadlines
- Ensure providers meet program goals and PYN's standards of excellence by:
  - Designing and delivering training and technical assistance resources to providers
  - Identifying and providing relevant resources for technical assistance
  - Ensuring providers are clear on their administrative and operational expectations and developing a method to track and manage their progress to identify areas for improvement
  - Reviewing summer providers' annual compliance tools to document areas of innovation and improvement and documenting identified challenges and successes during the contractual period
- Contribute to PYN's performance management process across PYN departments and ensure awareness of summer program administrative abilities
- Ensure providers' system access, trainings, and clear administrative and operational expectations have been communicated; and coordinate a process to oversee progress of implementation to identify opportunities for improvement
- Support the RFP process for summer service strategy

#### **Relationship and Partnership Management**

- Serve as the primary point of contact for all PYN summer subcontracted providers
- Maintain positive relationships with provider program staff of each contracted organization
- Respond to all provider administrative and operational requests connected to the successful delivery of services to youth and activities
- Ensure proactive, coordinated communication is delivered to specific audiences as necessary to carry out the above work (e.g. PYN staff, providers, youth, partners)
- Engage in internal committees as necessary to assess/analyze/recommend realignment between PYN programmatic operations policies, practices, and workflows for improvements
- Engage in hiring process for the department and provide temporary staff supervision

#### **Project Operations**

- Ensure all contractual paperwork is submitted to start the contracting process

- Ensure all Providers are clear on HIPAA and PII (Personal Identifiable Information) and that ShareFile is PYN platform
- Ensure providers are clear on the worksite development process and regulations
- Supervise the summer participant payroll process
- Contribute to the design and/or modification of evidence-based workforce operational strategies for youth and providers
- Support communication of summer providers to submit background clearances, timesheets, worksite monitoring forms
- Support as needed with provider program visits to monitor core components of programming operations and document program operational successes and challenges
- Support through technical assistance and training to help providers achieve the impact of the model and deliver programming that prepares youth for success
- Coordinate and ensure delivery of the operational standardization processes to providers, ensuring adherence to PYN's standardization for program operations and implementation
- Execute the closeout of provider record retention and archiving activities

#### **Reporting:**

- Ensure structures are in place to capture necessary programmatic data – both internally and externally to providers
- Ensure structures are in place to identify provider challenges to meet established timelines when applicable
- Provide regular updates to department and organizational leadership on program status
- Provide external stakeholders and funders with requested information as needed
- Contribute to quarterly and annual program compliance reports
- Identify and communicate system-wide trends and gaps in programmatic strategy throughout the duration of the contract period

#### **Other duties:**

- Represent the department on internal and external committees as well as at meetings
- Writing and editing – Policies, Processes, and Procedures (PPP) as it relates to funding grants, Federal, State, and Local regulations, and research summaries
- Quality control – Reviewing and proofreading materials, presentations and online information about PYN programs
- General support – Includes distributing publications, coordinating meetings, collecting data for reports
- Perform other job-related duties as assigned

#### **Education, Experience & Skills Required:**

- A 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;
- Experience in or with positive youth development, youth workforce development, alternative education and/or post-secondary access;

- Experience cultivating and managing partnerships with community & advocacy organizations and/or government entities;
- Understanding of the non-profit landscape in the Greater Philadelphia Area;
- Knowledge of PII and HIPAA standards and regulations;
- Excellent customer service skills.
- Demonstrated ability to prioritize projects, be flexible, and work effectively with attention to detail and a high level of accuracy.
- Strong verbal and written communication skills
- Ability to take ownership and drive responsibilities through to completion
- Excellent customer service skills
- Strong organizational, analytical, critical thinking and problem-solving skills
- Detail-oriented with a high level of accuracy
- Ability to excel in a high-performing team and project a positive attitude
- Proficiency in Microsoft Windows and Office
- Ability to work evenings and weekends, as needed
- Familiarity with PYN initiatives is preferred, but not required

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