

## Marion Family YMCA

### POSITION DESCRIPTION

**TITLE:** Wellness Coach  
**GRADE:** II  
**SUPERVISOR:** Wellness Director  
**DATE:** July, 2018

**Position Overview:** Under the direction of the Wellness Director and in accordance with the Strategic Road Map of the Marion Family YMCA, Wellness Coaches are responsible for delivering excellent service to all members, helping to build strong connections to the Y. Works in partnership with member service representatives to help members build strong connections with the Y; and meet individual or family's youth development, healthy living, & social responsibility needs and goals to the best of the Y's ability. Staff must role model the Y's values of caring, honesty, respect and responsibility and work daily to develop personal and meaningful relationships with members, staff, and guests.

**Position Requirements:** Position requires a compassionate person with excellent listening and relationship building skills. Incumbent must have basic level of skill, knowledge and ability using the Wellness Center equipment. Experience working with health and fitness is desired. Other requirements include: good written and verbal communication skills; an ability to motivate other adults; ability to connect with people of diverse backgrounds; basic computer knowledge; obtain within 90 days and keep current certifications in First Aid and CPR with AED; and must be at least 18 years of age.

**PHYSICAL REQUIREMENTS:** Incumbent must be able to move freely and quickly throughout the YMCA facility; communicate effectively with people; use a computer with a keyboard; demonstrate fitness equipment, bend and lift; and lift up to 50 pounds. While performing the duties of this job, the employee is regularly required to stand, walk, talk, hear, bend, reach, use a computer keyboard, demonstrate fitness equipment and lift up to 50 pounds.

### ESSENTIAL FUNCTIONS:

1. Build meaningful relationships with members and participants; help members connect with one another and to the Y.
2. Work daily to nurture the potential of youth and teens; help people improve their well-being; and provide opportunities for people to give back and support their neighbors.
3. Conduct wellness coaching sessions (including Iron Kids) by listening to members' needs and goals and design a workout / exercise routine based upon those needs and goals.
4. Provide excellent service to members, guests, and program participants in the facility and on the phone, contributing to member retention.
5. Is knowledgeable about assigned duties, keeps informed of programs and reads emails before each shift begins; is knowledgeable about ActivTrax Challenges and information; keeps their ActivTrax participants up to date and performs cleaning duties as assigned.
6. Know and enforce Wellness and Family Wellness Centers' rules and schedules; maintain clean and safe Wellness and Family Wellness Centers while on duty.
7. Occasionally give tours to prospective members utilizing Listen First skills.
8. Use and demonstrate all fitness equipment including in Family Wellness Center.
9. Monitor the wellness center to make sure members are comfortable and using equipment in a safe and secure manner.
10. Know and follow emergency procedures; report incidents and accidents on appropriate forms.
11. Know, understand and follow opening and closing and shift specific procedures and tasks.

12. Keep informed on all YMCA programs.
13. Clean equipment as requested and as needed.
14. Attend all required in-service trainings and staff meetings.
15. Conduct self in a professional, friendly, helpful, courteous, enthusiastic and diplomatic manner.
16. Assist supervisor, Executive Director and staff team as necessary / requested to ensure successful outcome of Y operations and mission.
17. The incumbent must be able to fulfill the above job requirements by purposefully and seamlessly challenging her/himself and others to accept and demonstrate the positive values of Caring, Honesty, Respect and Responsibility.

**EFFECTS ON END RESULT:**

The effectiveness of the incumbents' fulfillment of this position should be measured by:

1. A Y that has strong relationships with its members and donors as reflected in membership retention and program participation.
2. Members are connected and supported as measured by member satisfaction surveys, program evaluations and other means.
3. A Y that is welcoming and supportive of Health Seekers.
4. A Y that is welcoming to the community and reflects our mission and values.
5. A Y whose programs and services nurture the potential of youth and teens; improve people's health and well-being; and provide opportunities for people to give back and support their neighbors.
6. The Marion Family YMCA will be known in the Marion area as an organization that strengthens the foundations of the community.

*The Marion Family YMCA instills the values of caring, honesty, respect and responsibility through programs and services that build healthy, spirit, mind and body for all.*