



## Cleveland County Family YMCA

### Job Description

**Position Title:** Wellness Coach

**Branch:** Dover YMCA

**Reports To:** Healthy Living Director

**Exempt Status:** Non-Exempt (PT)

**Primary Function:** Healthy Living

**Leadership Level:** Leader

### POSITION SUMMARY:

Under the supervision of the Healthy Living Director & Executive director, and consistent with the Christian mission of the YMCA, the Wellness Coach creates a welcoming environment for all members of all backgrounds and abilities, interacts with members to help them in achieving their health and well-being goals, and is responsible for the services and operations offered in the wellness center while providing high quality service.

### KNOW HOW:

- Ability to develop and maintain high levels of customer service with members and guests.
- Ability to represent the YMCA in a mature and professional manner, holding true to a commitment to the YMCA's mission, values, philosophies and ideals.
- Trainings and Certification Requirements: Infant/Child/Adult CPR, AED, First Aid, New Staff Orientation, Child Abuse Prevention, Blood-Borne Pathogens, YMCA's Healthy Lifestyle Principles, Foundations of Strength & Conditioning, Personal Trainer or Group Exercise Certification or equivalent. (All trainings and certifications must be held or obtained within the first 60 days of employment. Failure to comply with attending trainings and obtaining and maintaining current certifications will result in pay reduction or possible termination.)
- Knowledge of all weight room and cardiovascular equipment, general strength training principles, and basic anatomy, physiology, and nutrition.

### ESSENTIAL FUNCTIONS:

- Contributes to the fulfillment of the YMCA's mission and the YMCA's core values of caring, honesty, respect, responsibility, and faith.
- Conducts member interviews to understand their definition of well-being, personal goals, cultural background, healthcare needs, diverse abilities and interests, and develops plans to meet their needs.
- Addresses questions and concerns of YMCA members with exceptional service and ensures adequate follow through in a timely manner.
- Coaches members in support of their desired behavior change without always prescribing the answer.
- Regularly checks on members' progress in meeting personal and program goals both formally and informally.
- Introduces new members to group exercise communities or personal trainers based on their health and well-being goals.
- Helps members, program participants and staff connect with one another to form relationships.
- Conducts thorough wellness orientations on the exercise equipment and exercise programs for members, educating on using proper form, spotting, plate loading and unloading, etc.
- Provides orientation, follow up, and ongoing assistance with members in person, over the phone, via cards, and any other quality service, including utilization of EngageMore technology.

- Actively promotes fitness challenges, events, programs, and other YMCA services.
- Develops new and innovative programs and procedures that improve operations.
- Is responsible for Wellness Center during shift—ensures a safe environment, responds appropriately to any/all safety concerns, reports all incidents to direct supervisor, and provides any necessary follow-up.
- Is responsible for thoroughly cleaning fitness and multipurpose rooms and surrounding areas, including: fitness equipment, flooring, glass and mirrors, weight racks, wellness desk, etc. and reports any cleaning or maintenance concerns.
- Provides guided tours, answers all questions, and makes all members/guests feel well informed and welcome.
- Enforces facility policies and procedures.
- Attends staff meetings and other trainings as assigned and completes any required paperwork.
- Actively promotes the annual We Build People campaign.
- Other duties as assigned.

#### **YMCA COMPETENCIES (LEADER LEVEL):**

- Relationships
- Communication
- Developing Others
- Inclusion
- Innovation
- Quality Results
- Functional Expertise (Healthy Living)

#### **PHYSICAL DEMANDS:**

- Walk, stand, and sit (including on the floor) for long periods of time.
- Potential exposure to communicable diseases and bodily fluids.
- Lift or carry up to 100 pounds in weight (with assistance).
- Stand or sit while maintaining alertness for several hours at a time.
- Bending, leaning, kneeling, and walking.
- Speak concisely and effectively communicate.
- Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency.

#### **END RESULTS:**

- Creates a member-focused culture within the wellness department that is connected to the full operations of the YMCA.
- Successfully promotes all aspects of the YMCA's wellness department offerings: personal training, wellness orientations, seasonal boot camps, etc.
- Successfully utilizes EngageMore.

*For more information, contact Abby Boling at [ABoling@CleveCoYMCA.org](mailto:ABoling@CleveCoYMCA.org) or call (704) 669-3633*

*To apply for this position, complete an online application [HERE](#).*

The YMCA: We're for youth development, healthy living, and social responsibility.  
YMCA Mission: Helping all people reach their God given potential in spirit, mind and body.