



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Job Title: Health Coach

Reports To: Wellness Director

Updated: 5/8/2020

Summary

Under the guidance of the Wellness Director, a Health Coach is responsible for all duties related to the operation of the Wellness Centers of the Berwick Area YMCA as described in this document, as well as other duties that may be assigned by the Wellness Director.

Duties and Responsibilities

A. Responsibilities

1. Attend all initial and ongoing trainings
2. Accept ongoing duties/responsibilities as assigned by the Wellness Director. This includes following through to ensure they are done in a timely and professional manner
3. Create a safe, friendly and clean environment for YMCA members and guests
4. Provide wellness orientations, fitness assessments
5. Actively engage members and guests
6. Enforce wellness center age, safety, and etiquette policies
7. Maintain cleanliness and organization of wellness centers
8. Complete one-time tasks as assigned by the Wellness Director
9. Cover shifts for other wellness employees as needed, this may include filling in as needed when there is no one else available to work a given shift

B. Duties – Business Aspects

1. Be responsible for filing required documents daily or as needed
2. Arrive no less than 10 minutes before your shift starts
3. Do not use any form of electronic devices in the presence of members or guests
4. When requesting time off find substitute staff to cover all your duties
5. Do not idly sit at the wellness desk, the desk is a tool to help you perform your duties
6. Ensure required certifications remain current and up to date

7. Ensure your contact information is always current
8. Do not discuss private YMCA business in the presence of members or guests

C. Duties – Member Relations

1. Be responsible for welcoming, greeting, and thanking members, guests, and participants who use the YMCA
2. If a member has a problem, stop what you are doing fully engage that member and do everything you can to help them solve their problem. Their problem is your problem.
3. If you can't solve a member's problem direct them to someone who can i.e. a director
4. Learn and use members' names as often as possible
5. Ensure excellent customer service is provided at all times
6. Be knowledgeable of programs and activities occurring at the YMCA

D. Duties – General To All YMCA Staff

1. Follow all policies and procedures
2. Be involved in non-departmental YMCA activities that further the mission of the YMCA
3. Help to further the YMCA's cause by relaying to members the YMCA's cause and mission
4. Other duties may be assigned to the front line staff as needed

Qualifications & Job Skills

Must be at least 18 years old. This person should have a strong personal commitment to overall wellness; have a positive attitude and ability to work independently. Must have excellent communication skills including the ability to effectively interview members regarding their wellness needs. Must be able to articulate and communicate effectively while instructing participants in proper execution of weight bearing and cardiovascular exercise. Must have current knowledge of strength training guidelines and ability to modify exercises for special populations when needed. It is beneficial but not required to have the following qualifications, as listed in "job skills" below, in order to successfully perform the Health Coach position.

1. Knowledge and understanding of exercise testing, exercise program design, and program implementation
2. Knowledge, skill, and ability regarding exercise techniques and proper use of all exercise equipment
3. Knowledge, skill, and ability to work with volunteers and staff in a professional and cooperative manner
4. Knowledge, skill, and ability to interact with members from infant to adult in a pleasant and friendly manner

Certifications, Licenses, and Registrations

1. Have, or be in the process of obtaining, CPR/AED and 1st Aid
2. Have or be in the process of obtaining, any other certifications, licenses or registrations that have been mutually agreed upon by the YMCA and the incumbent
3. Incumbent must have a valid Driver's License or photo ID, reliable transportation, and have a working phone number and email address where they can be reached

Physical and/or Mental Demands

The physical and mental demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

1. Incumbent must be able to stand or sit for extended lengths of time, as demanded by the job
2. Incumbent must be able to lift/move 50 lbs. as demanded by position
3. Physical activities for this position include but are not limited to; climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, running, pushing, pulling, lifting, grasping, and repetitive motions
4. Must have the ability and patience to instruct members while using effective communication and human relations skills to handle situations with people of all socioeconomic levels. Must have the ability to conduct, demonstrate and safely lead members at their personal level of ability, including proper exercise technique and serving as a spotter.

Work Environment

The work environment characteristics described below are representative of those that an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with challenges to perform the essential functions.

1. Chemicals used in YMCA facility
2. Slippery pavement/concrete in parking area
3. Slippery floor inside building (mopped or rain water)
4. Contact with numerous people on a daily basis – health issues
5. Stress created by a job with multiple duties and responsibilities

Make an Impact

Everything we do impacts how our members and guests see us. As a Wellness Staff member it is important that you exhibit these basic guidelines at all times.

1. **Staff will be empowered, authorized, and expected to serve members.**
I will use my best judgment and all the tools available to me to serve our members.
Supervisors are here to support you.
2. **Staff will be role-models of YMCA Character Values.**
I will exemplify the core values of caring, honesty, respect, and responsibility in all of my daily interactions, to staff and members alike.
3. **Staff will treat all people with dignity according to the Golden Rule.**
I will treat others as I would like to be treated.
I will not judge other members.
4. **Staff will be responsive to members above all else.**
I will stop what I am doing to fully engage each member.
5. **Staff will be unified in a common purpose and committed to teamwork.**
I will always give members more service and attention than they expect.
We are all on the same team going the same direction.
6. **Staff will be knowledgeable in all that the Y has to offer.**
I will never end a question with "I don't know".
It's always my job; it's always in my area.
7. **Staff will commit to ownership of their work environment.**
I will show pride in my "Y" by not walking past anything that is wrong and follow through to see each member's concern to its conclusion. **You see it – you own it.**
8. **Staff will come to work with their best attitude.**
I will give our members and fellow staff my best each time I come to work.
9. **Staff will be committed to soliciting valuable member feedback.**
I will treat every incident of member feedback as an opportunity for the YMCA to improve, thanking members for giving us the opportunity.
10. **Staff will be easily identifiable and professional.**
I will wear my name badge and staff shirt and look professional while I am at work.

THIS JOB DESCRIPTION MAY NOT BE ALL INCLUSIVE AND EMPLOYEES ARE EXPECTED TO PERFORM ALL OTHER DUTIES AS ASSIGNED AND DIRECTED BY MANAGEMENT. JOB DESCRIPTIONS AND DUTIES MAY BE MODIFIED WHEN DEEMED APPROPRIATE BY MANAGEMENT.

Employee Signature

Date

Wellness Director Signature

Date