



YMCA of Hamilton/Burlington/Brantford

Health & Wellness Coach/Membership Associate

David Braley Athletic and Recreation Centre
Mohawk College
135 Fennell Avenue West
Hamilton, ON
L9C 1E9

Salary Range: \$11.50/hour

Position Status: Part-time

Placement: Immediate

Nature & Scope

In the role of Health & Wellness Coach, this position provides delivery of Member Connect and Live Well program initiatives, interacting with members to develop positive relationships while accessing the Health and Wellness Centre.

In the role of Membership Associate, this position provides assistance and communication to members and potential members in the areas of registration and information. The successful incumbent will have responsibilities in coordinating administrative functions related to the Membership Sales & Service area and the provision of excellent customer service to members, participants, staff and volunteers.

This position is a part-time position (up to 29 hours per week), with a flexible schedule based on programming needs. This may include mornings, afternoons, evenings, weekends with an emphasis on Wellness Coaching, program reviews, facility supervision, maintenance and the provision of excellent customer service.

Advancement of pay rate is dependent on working a minimum of six months (per position if more than one position is held within YMCA) consecutively or a minimum of 130 hours and the ability to perform the job at a satisfactory level. Successful candidates must also demonstrate ongoing professional development, involvement in branch specific activities, attend staff meetings/trainings and achieve an assessment of "meeting expectations" on each annual performance review in order to satisfy eligibility for Association approved merit increases.

Organizational Overview:

As one of the largest charitable community service organizations in Canada, the YMCA of Hamilton/Burlington/Brantford responds to critical social needs in the community and works to provide solutions. By nurturing the potential of children, youth and adults, the YMCA connects people to life-building opportunities, to each other and enhances their quality of life. We foster social responsibility and healthy living. The YMCA works collectively with community partners that share the YMCA's determination in strengthening the foundations of community for all people

This position requires a commitment to the YMCA mission and core values of: Responsibility, Honesty, Caring, and Respect, as well as, a commitment to building developmental assets in children and adults. All offers of employment will be subject to the provision that the successful incumbent provides the YMCA of Hamilton/Burlington/Brantford with a current and satisfactory Police Records Check. Positions responsible for the direct supervision of children and/or vulnerable persons will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire.





Responsibilities as a Health & Wellness Coach

- Direct delivery of Member Connect and Live Well program initiatives (coaching sessions, intakes, program delivery, data collection and communication)
- Health and Wellness Centre supervision, including facility set up and maintenance of safety and cleanliness requirements
- Interaction with members developing positive relationships and addressing concerns or questions
- Communicates with fellow staff regarding member and safety needs
- Ensure role specific/relevant certifications are up to date and on file
- Ability to instruct group fitness classes an asset
- Other duties as assigned

Responsibilities as a Membership Associate

- Play a key role at the information hub of the branch
- Data entry utilizing ActiveNet Software
- Administrative responsibilities and support to the Membership Manager in ensuring the membership processes are followed to standard; front line role in processing memberships, cancellations, Membership Agreement forms, and branch communication
- Provide excellence in customer service at member point of access
- Member access responsibilities including use of ActiveNet Software and member account interpretation
- Other duties as assigned

Qualifications

- **Current Standard First Aid and CPRC certifications**
- **YMCA Leadership Certification in Individual Conditioning (IC 1 and 2), Group Fitness, Personal Trainer (or other recognized certifications)**
- Provide a current Police Records Check
- 2 or more years of training/post secondary education in Physical and/or Health Education or related field along with 1+ years related work experience or a combination of both education and experience is preferred
- Excellent customer service skills/ interpersonal skills
- Experience in a customer service and/or sales setting
- Computer skills including Microsoft Word, Excel, & Outlook
- Ability to instruct group fitness classes an asset

Accessibility:

The YMCA of Hamilton/Burlington/Brantford is committed to creating an inclusive environment that accommodates all individuals, including those with disabilities. We support the goals of the *Accessibility for Ontarians with Disabilities Acts (AODA)* and have established policies, procedures and practices which adhere to the accessibility standards set out in the AODA. Should you require any accommodation throughout the recruitment process please do not hesitate contacting our Human Resources Department.

The YMCA of Hamilton/Burlington/Brantford is an equal opportunity employer.





Competencies

Commitment to Organization Vision and Values

Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, strategic outcomes and values of the YMCA.

Integrity

Demonstrates responsible behaviour at all times and maintains high ethical standards.

Teamwork

Actively builds teams and encourages open relationships for maximum organizational effectiveness.

Service Orientation

Deliberately identifies and creates opportunities to enhance each and every individual's YMCA experience.

Relationship Building

Builds positive interactions both internally and externally to achieve work related goals.

Quality Focus

Ensures that success criteria for self, staff and programs are set, reviewed and surpassed regularly to provide excellent service delivery

Initiative

Does the right thing at the right time without being asked.

Internal Applicants:

The YMCA of Hamilton/Burlington/Brantford encourages employees within the Association, as well as those employed within the Canadian YMCA/YMCA-YWCA Federation to submit their application.

Please note that in so doing, the YMCA of Hamilton/Burlington/Brantford reserves the right to contact the applicable YMCA or YMCA-YWCA for purposes of seeking an employment reference throughout the recruitment process.

Please ensure that prior to submitting your application that you have disclosed to your current supervisor, your intention to submit your application. By submitting your application, you understand and agree to allow the YMCA of Hamilton/Burlington/Brantford to contact your current Association.

If you are interested in this position, please submit your letter of application and resume by **April 17, 2017** attention:

Ben Anderson
Program Manager, David Braley
Athletic and Recreation Centre
ben.anderson@ymcahbb.ca

We thank all applicants, however, only those considered for an interview will be contacted.

