



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

WELLNESS COACH

Job Title: **Wellness Coach**

Job Code:

FLSA Status:

Job Grade:

Status: P/T

Department:

Reports to: Director of Healthy Living

Revision Date:

POSITION SUMMARY:

Wellness Coaches assist YMCA members in finding new ways to inspire healthier habits through health & wellness. The position will work closely with members in promoting wellness and helping individuals realize their personal best. Wellness Coaches are responsible for developing relationships with members and assisting them through the process of actively working towards better health by providing support, encouragement, and education.

ESSENTIAL FUNCTIONS:

1. Conducts new member welcome calls to begin relationship building process.
2. Coaches members in support of their desired behavior change. Regularly checks on members' progress in meeting goals (both formally and informally); documents the conversations and progress using appropriate tools.
3. Answers questions from members to support them in achieving their goals related to healthy living. Maintains working knowledge of wellness and trends to provide effective information and support to members.
4. Builds effective, authentic relationships with members; helps members connect with each other and the YMCA. Introduces new members to group exercise communities and personal trainers based on their health and well-being goals.
5. Utilizes tools and information for the purpose of increasing member knowledge of wellness as well as wellness programs provided through the YMCA (handouts, schedules, etc.).
6. Assists members in reaching goals by demonstrating proper use of equipment in the wellness center.
7. Maintains and cleans equipment according to the schedule or as requested by supervisor.
8. Follows YMCA policies and procedures; responds to emergency situations.
9. Attends all staff meetings.
10. Performs other duties as assigned.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person’s point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

1. High school graduate or equivalent preferred.
2. CPR, First Aid, AED certifications; Bloodborne Pathogens and Child Abuse Prevention training within 30 days of hire date.
3. Previous experience with diverse populations preferred.
4. National certification (ACE, NETA, AFAA, NASM) in fitness instruction preferred.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Ability to perform all physical aspects of the position, including walking, standing, bending, reaching, and lifting.

SIGNATURE:

I have reviewed and understand this job description.

Employee’s name

Employee’s signature

Today’s date: _____