



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## FAMILY YMCA OF EMPORIA-GREENSVILLE JOB DESCRIPTION

Job Title: **Wellness Coach**

FLSA Status: Non-Exempt

Reports to: Wellness Director

Revision Date: January 25, 2016

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### POSITION SUMMARY:

Supervise and maintain all aspects of the Wellness Center and related areas. Wellness Coaches assist in membership development and retention through quality leadership and continuous follow up.

### ESSENTIAL FUNCTIONS:

1. Interprets, communicates, and promotes Y mission, goals, and objectives to members and the community.
2. Builds effective, authentic relationships with members; helps members connect with each other and the YMCA.
3. Builds and maintains positive relationships with staff.
4. Promotes all Y programs as assigned by the Wellness Director.
5. Ensures Wellness Center policies and etiquette are followed.
6. Ensures Wellness Center and related areas are clean, safe, and organized.
7. Ensures Wellness Center and related facilities have towels/rags.
8. Conducts ActivTrax assessments for members to meet their individual needs.
9. Provides continuous supervision, education, and encouragement to all members.
10. 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.
11. Encourages Y members to meet their own determined wellness goals through regular contact, incentive programs, and relationship development, including, but not limited to, maintaining contact with members through ActivTrax with regular emails and/or phone calls to ensure their goals are being met.
12. Resolves conflicts/issues with staff and members.
13. Attends all required meeting/other related trainings.
14. Maintains certifications as required by the position.
15. Cleans equipment regularly; reports problems with equipment to Wellness Director.
16. Incorporates and models YMCA's values: caring, faith, honesty, respect, and responsibility in all areas of the job.
17. Follows YMCA policies and procedures; responds to emergency situations.

### 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. Knowledge of health and wellness equipment.
2. Required certifications: CPR, First Aid, AED.
3. Knowledge and skills needed to correctly perform ActivTrax orientations.
4. Minimum age requirement of 18.

**PHYSICAL DEMANDS**

1. Sufficient strength, agility, and mobility to perform essential functions and to supervise program activities.
2. Ability to perform all physical aspects of the position; including walking, standing, bending, reaching, and lifting.

**DISCLAIMER:**

The Family YMCA of Emporia-Greenville reserves the right to change this job description.

By signing below, you acknowledge that you have fully read and understand this job description.

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Employee's Name

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Employee's Signature Date

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Supervisor's Signature Date

