



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## GREATER HOLYOKE YMCA

Job Title: Wellness Coordinator  
FLSA Status: Non-Exempt  
Reports to: Senior Program Director  
Department: Wellness Center

Date Prepared: June 2024  
Leadership Level: Team Leader

### POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit charitable organization committed to strengthening community through youth development, healthy living, and social responsibility. The Wellness Coordinator shall be responsible for developing, implementing, and sustaining all Wellness Center programming for members and youth and family activities for community participants at the Holyoke YMCA. Under the guidance of the supervisor, the Wellness Coordinator is responsible for promotion, supervision, and evaluation of the following areas: wellness center, new member orientations, small group training, personal training, and working as a team member to promote group exercise classes.

### OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing** and we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger, beginning with you.

### ESSENTIAL FUNCTIONS:

1. Provide leadership and direction to all facets of the Holyoke YMCA wellness center facility including staffing, schedule, programming, safety, equipment oversight and managing risk.
2. Communicate with supervisor, staff, members, guests, and volunteers in a clear, concise, and positive manner while using Listen First skills.
3. Create, develop, and lead wellness and small group training classes. Train other wellness staff/volunteers to run these programs at various times throughout the week to encourage engagement of members.
4. Provide personal training support services as requested and able to modify wellness activities to be inclusive of everyone's health and wellness goals.
5. In partnership with Membership Team, manage and track 30/60/90 goals as well as new member completion of wellness orientation. Compile program statistics around this data to evaluate the effectiveness of and participation in all fitness programs.
6. In partnership with Community Health Initiative Director, refer members to Chronic Disease Prevention Programs and support programming as needed.
7. Responsible for assuring high standards of program quality and safety in accordance with YMCA safety and risk management policies.
8. Motivate and engage your employees and volunteers to increase engagement and retention of members and program participants through regular staff training and meetings focused on high quality outcomes.
9. Build relationships by using names and initiating conversations with all members, staff, volunteers, and guests.
10. Understands, supports, and is committed to the YMCA cause and our role in the community as a leader in Youth Development, Healthy Living and Social Responsibility through active engagement in the Y Annual Campaign and Special Events and cause-driven programming.
11. Work to ensure a diverse and inclusive culture at the Y.
12. Follow all policies and procedures of the Y including those set forth in the employee handbook.



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13. Complete and approve payroll for your department. Ensure program area stays within budget.
14. Assure your own self-development through reading, research, and conference or training attendance.
15. Provide optimal customer service through responsiveness to all member and community inquiries and complaints in a timely manner.
16. Available to work evenings and weekends as needed.
17. Attend regular scheduled All Staff and Management meetings.
18. Other duties as assigned by supervisor.

#### LEADERSHIP COMPETENCIES:

- **Communication & Influence:** Listens and expresses self effectively and in a way that engages, inspires, and builds commitment to the Y's cause.
- **Inclusion:** Values all people for their unique talents and takes an active role in promoting practices that support diversity, inclusion, and global work, as well as cultural competence.
- **Critical Thinking & Decision Making:** Makes informed decisions based on logic, data, and sound judgment.
- **Functional Expertise:** Executes superior technical skills for the role.
- **Innovation:** Creates and implements new and relevant approaches and activities that improve and expand the Y's work and impact in the community.
- **Program/Project Management:** Ensures program or project goals are met and intended impact occurs.
- **Developing Self & Others:** Develops self and supports others (e.g., staff, volunteers, members, program participants), both formally and informally, to achieve their highest potential.
- **Emotional Maturity:** Demonstrates ability to understand and manage emotions effectively in all situations.

#### QUALIFICATIONS:

- Bachelor's degree recommended in exercise sports science, or a related field experience in lieu of college degree.
- Experience with training clients.
- Excellent oral and written communication skills
- Interpersonal & coaching skills
- Supervisory Experience a plus
- CPR/First Aid Certification within 3 months
- YMCA Leader Certification within 6 months
- Ability to respond to safety and emergency situations.
- Bilingual Spanish/English preferred
- Personal Training Certification and/or TRX Certification recommended

#### 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.
- Frequently required to stand, walk, sit use hands to manipulate objects, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, talk, hear, and see.
- The ability to demonstrate exercises and fitness-related movements. This includes but is not limited to lifting dumbbells, pressing weight overhead, pressing weight with legs, sitting/laying on the floor, standing, jumping, and running.
- The ability to hear and speak to be heard by class participants.



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- Ability to lift equipment weighing up to 50 pounds.

### **APPLICATION**

Please note that all employment offers are contingent on the successful completion of a background check, reference check, and new hire packet. In roles where driving is required as an essential function, a driver history check must also be successfully completed. At YGS, we are committed to creating a diverse and inclusive workplace where everyone feels welcome, valued, and respected. We believe that diversity of thought, experience, and background is essential to our success. We are an equal opportunity employer and do not discriminate based on race, color, religion, gender, national origin, age, disability, sexual orientation, or any other protected status.

At Greater Holyoke YMCA we believe our staff is our greatest resource. Our mission is to:

- To provide a work environment that enables our staff to be impactful and productive while feeling supported and appreciated.
- To create opportunities for growth and success through guidance and constructive feedback.
- To further advance the YMCA mission through satisfied employees, volunteers, members and participants.
- To make a positive impact on our community!

If you would like to apply to join our team, please email a resume and cover letter to [kcordis@holyokeymca.org](mailto:kcordis@holyokeymca.org) or contact 413-372-1461.