



YMCA of
Hamilton | Burlington | Brantford

Health and Wellness Supervisor

Ron Edwards Family YMCA
500 Drury Lane
Burlington, Ontario
L7R 2X2

Salary Range: Level 6 (Starting \$40,00 to \$45,000 commensurate with experience)

Position Status: Full-Time with benefits and complimentary YMCA membership

Placement: Immediate

Nature & Scope:

Reporting to the General Manager, this position provides supervision and coaching to staff and volunteers within all Health and Wellness programs and service areas ensuring program excellence. This position also provides delivery of Health and Wellness programs such as Y Thrive and Live Well program initiatives, interacting with members to develop positive relationships while accessing the all Health and Wellness services and recreational activities.

The core function of this position is program planning and implementation, customer service, staff and volunteer recruitment, training, and performance management. This position provides direct delivery to special populations that are accessing programs under the Live Well partnership. This role will also work and support the adult services department in direct delivery to all members achieving SAM Standards and new member retention strategy goals. This role will also oversee all recreational sports programs and coordinate activity rentals.

Hours of work will vary including early mornings, days, evenings, weekends and statutory holidays based on a rotational schedule and arranged in advance; emphasis of this position will be on direct program development/delivery and statistical tracking, facility supervision and the provision of excellent customer service through relationship building strategies.

Responsibilities:

- Responsible for the development, scheduling and delivery of Health and Wellness/ Special Population, Group Fitness programs, member engagement activities, and recreational sports
- Recruitment, training, and mentoring of all staff and volunteer team members for the purpose of delivering excellence in customer service through Health and Wellness programs and services
- Development and maintenance of the Health and Wellness budget
- Maintenance of current status of all required qualifications and certifications for self and Health and Wellness team members using internal and/ or central data tools
- Provide direct leadership in programs modeling/ mentoring service excellence

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.



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Responsibilities continued:

- This role will be responsible for ensuring programs are implemented as per partnership guidelines and will include intakes, follow up from referrals, testing and data collection that abides with all research criteria
- Works as an active member of the Branch Leadership Team with scheduled Team Leader shifts/ responsibilities, which includes taking the lead on all first aid/emergency situations and being the acting General Manager for the branch
- Drive and monitor revenue-based programs such as personal training, recreational sports, and rentals
- Ensures that program policies and procedures are implemented and monitored proactively
- Direct delivery of Health and Wellness programs and Live Well program initiatives (coaching sessions, intakes, program delivery, data collection and communication)
- Fitness Centre supervision, including maintenance of safety and cleanliness requirements in collaboration with Facility Assets
- Interaction with members developing positive relationships and addressing concerns or questions
- Communicates with fellow staff regarding member and safety needs
- Development and execution of staff training plans
- Department administration including monthly tracking of key performance indicators and payroll.

Qualifications:

- Minimum 2 years experience in a related field supervising staff and volunteers, including recruitment, training and conducting performance appraisals
- Post-secondary degree in Kinesiology, Exercise Science, or Recreation and Leisure with 1+ years related work experience or a combination of both education and experience is preferred
- Current Standard First Aid and CPR-C certifications
- YMCA Leadership Certification in Individual Conditioning (IC 1 and 2), Group Fitness, Personal Trainer (or other recognized certifications) with the ability to teach step/cyclefit/core and other group fitness classes
- Provide a current and satisfactory Police Records and Judicial Matters Check in accordance with the Association's Human Resource Policies
- Excellent customer service skills/ interpersonal skills
- Computer skills including Microsoft Word & Excel, & Outlook

Why Work for the YMCA?

As a charitable organization, the YMCA values the contributions of its diverse teams. We recognize the importance of providing meaningful opportunities that allow employees to grow and thrive. At the YMCA of Hamilton/Burlington/Brantford, in addition to fair wages, we offer a complimentary general membership with additional options for family participation. A comprehensive benefits program is also available to employees including a competitive and robust pension program. YMCA Employees enjoy a generous vacation entitlement that increases with seniority, as well as other paid entitlements. All employees have access to an Employee Assistance Program which provides confidential counseling and referral services as well as preventative education. Additionally, the YMCA understands the holistic needs of its employees is equally important and attempts to support these goals by offering a variety of staff discounts on the programs and services that support good health and strong families. We look forward to welcoming you to the YMCA.



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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.

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

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.

Coaching & Development – Commits to assisting participants, volunteers, staff and self in continuous learning and development.

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.

Our approach to personal balance and flexibility supports employees to devote time to personal matters. At times, the organizational business needs that arise will require employees to work beyond their normal work schedule in order to fulfill accountabilities required in relation to their job specific function. Together with our employees, the YMCA will work towards maintaining balance and fairness.

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.

If you are interested in this position, please submit your letter of application and resume, **along with salary expectations**, by **November 24, 2022** attention:

Cindy Webster, General Manager
cindy.webster@ymcahbb.ca

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



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