

Health & Wellness Supervisor

Location: Flamborough Family YMCA, 207 Parkside Dr, Waterdown, ON L0R 2H1

Position Type: Full time with benefits and a complimentary YMCA membership

Salary Range: \$42,000 to \$45,000, commensurate with experience

Position Description:

Reporting to the General Manager, the Health & Wellness Supervisor provides coaching to members, 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.

In this role, you will lead program planning and implementation, customer service, staff and volunteer recruitment & training. 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. You will also oversee all recreational sports programs and coordinate activity rentals of the branch.

Hours of work vary including early mornings, days, evenings, weekends and statutory holidays based on a rotational schedule and arranged in advance.

In this position, you will:

- Responsible for the development, scheduling and delivery of Health and Wellness/ Special Population, Group Fitness programs, member engagement activities, and recreational sports
- Works as an active member of the Branch Leadership Team with scheduled Team Leader responsibilities, which includes taking the lead on all first aid/emergency situations and being the acting General Manager for the branch
- Recruitment, training, and mentoring of all health & wellness team members for the purpose of delivering excellence in customer service through programs and services
- Development and maintenance of the Health and Wellness budget, in collaboration with the General Manager
- 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
- 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
- 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
- Department administration including monthly tracking of key performance indicators and payroll

You bring:

- Minimum 2 years' experience in a related field supervising staff and volunteers, including recruitment, training and scheduling employee groups
- Post-secondary degree in Kinesiology, Exercise Science, or Recreation and Leisure deemed an asset, 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 as needed
- Excellent customer service skills/ interpersonal skills
- Computer skills including Microsoft Word & Excel, & Outlook
- Provide a current and satisfactory Police Records and Judicial Matters Check in accordance with the Association policy

Interested in applying?

Please submit your resume to: Marissa Verdone - General Manager at Marissa.Verdone@ymcahbb.ca by **October 25, 2024**.

To view and apply for positions as a **current employee**, please log into your UKG account and click "My Company", then "View Opportunities" in the sidebar menu.

The YMCA of Hamilton|Burlington|Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity.

We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply.

If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department plc@ymcahbb.ca