



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PIEDMONT FAMILY YMCA

Job Title: Community Health Coach
Supervisor: Healthy Living Coach
Revision Date: October 10, 2019

Branch: Brooks Family
Department: Wellness
FLSA/Job Grade: Non-Exempt/Grade VI

General Function:

Under the direction of the Healthy Living Coordinator, and in harmony with the mission and purpose of the established policies and goals for the Piedmont Family YMCA, the Community Health Coach will provide support and guidance to participants in the YMCA's Community Health Programs and implement standard curriculum designed for the program.

Qualifications:

1. Minimum of 21 years of age.
2. Knowledge of basic health, nutrition and fitness is encouraged.
3. Must be committed to and supportive of the Y mission with an emphasis on support to health seekers. YMCA experience preferred.
4. Must have a strong communication and relationship building skills, the ability to build community within a group, and have empathy for health seekers.
5. Must be flexible to work with a wide variety of people.
6. Must be detail, data and computer savvy.
7. Must have an understanding of behavior change.
8. Familiarity and proficiency with Listen First or motivational interviewing highly encouraged.
9. Success completion of the YMCA 'LEAN Program' upon hire required.
10. Certification in CPR/First Aid/AED/O2 required upon hire.
11. Complete and maintain required trainings to include: New Employee Orientation (NEO), Listen First, Healthy Living at the YMCA and HIPPA.
12. Stay current with all necessary certifications.

Essential Functions:

1. Support the mission, vision and goals of the YMCA.
2. Promote a professional work environment through character development by modeling the values of caring, honesty, respect and responsibility.
3. Lead in a manner that advances our cause to strengthen the foundations of community through programs that focus on youth development, healthy living and social responsibility.
4. Deliver curriculum to class participants in effective, meaningful and compelling ways.
5. Encourage group participation and interaction through the use of open-ended questions.
6. Facilitate commitment and retention of participants.
7. Make learning a shared responsibility for the group.
8. Prepare before each class (i.e. review participants' food and activity trackers, lesson plan, content for class, reminder call/email to participants).
9. Provide accessibility to participants both before and after sessions to answer questions and follow-up on any questions you cannot answer during class time.
10. Follow-up on any questions you cannot answer during class time.
11. Follow-up with participants outside of class if they are unable to attend (provide an in-person make-up session opportunity).
12. Support and encourage goal setting on a weekly basis.
13. Record weekly data for each participant (attendance, body weight, physical activity total weekly minutes, etc.). Enter data electronically within 48 hours of the class.
14. Start and finish each session within the established time frame.
15. Wear staff uniform and name tag, or professional attire when appropriate.
16. Attend staff meetings and trainings as scheduled. Participate in all Community Health Coach team discussions (meeting, emails or conference calls). Offer ideas and tools for facilitation to the coach team and remain engaged with the team at all times.
17. Follow department Platinum standards.

STRENGTHENING FAMILIES AND COMMUNITIES



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18. Act as a leader in emergency situations. Report any accidents or incidents according to Emergency Communication Action Plan.
19. Ensure all members, guests, and program participants are in a safe environment and actively follow branch Emergency Action Plan (EAP).
20. Carry out other related duties as deemed necessary by the Wellness Department and branch operations to ensure an excellent member experience.

YMCA Competencies (Leader):

Mission Advancement: Accepts and demonstrates the Y's 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.

Skills and Ability Requirements:

1. Ability to work independently, react quickly to emergency situations and interact with people of all ethnic backgrounds ages and lifestyles. Ability to communicate and work with a variety of ages and skill levels and provide necessary instruction to participants.
2. Ability to facilitate group meetings.
3. Physical ability to respond appropriately to emergencies and those situations requiring first aid.
4. Employee must occasionally lift and/or move up to 25 pounds.

Effect on End Results:

1. The membership growth and retention plan for the branch is achieved.
2. A high degree of member satisfaction is achieved as measured by Net Promoters.
3. A positive image of the YMCA is portrayed to members, staff, volunteers and the community.
4. A pleasant and comfortable working environment is maintained for all staff.
5. Relationships are strengthened through intentional interactions.
6. The facility will be safe, clean and an enjoyable place as measured by Q Checks and Risk Management Audits.
7. Superior quality standards are met.

This job description is not intended to be all-inclusive. It is understood that the employee will also perform other reasonably related business duties if requested by the supervisor. Job descriptions are reviewed periodically and may be revised if deemed necessary. This job description is not a written or implied contract.



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Employee's Signature

Date

Print Name

Date

Supervisor's Signature

Date