

VOLUNTEER OPPORTUNITY

Volunteer Position	Welcome Staff		
Program	Health, Fitness and Recreation		
Supervisor	Caroline Laurin, Coordinator, Health, Fitness and Recreation		
Status	4 hours per week + (Flexible schedule)	Centre	Pointe-Saint-Charles

Function
The Welcome Staff provides quality member service by creating a safe and welcoming environment for all YMCA members. The volunteer is approachable and visible throughout the weight room as s/he is a key resource within the facilities. The volunteer oversees the activities in the cardio and weight rooms in order to ensure the safety and well being of all members. The volunteer also informs and encourages members to lead a healthy lifestyle.

Benefits
<ul style="list-style-type: none"> ▪ Have a meaningful, positive impact on the local community ▪ Share your passion for fitness and well-being with YMCA members ▪ Grow and develop in fitness with certifications opportunities ▪ Inspire others to lead a healthier lifestyle ▪ Develop interpersonal and communication skills ▪ Meet and network with individuals from a variety of different backgrounds

Responsibilities
<ul style="list-style-type: none"> ▪ Is available and welcoming to members at all times ▪ Is attentive and willing to help members when in need of assistance ▪ Circulates around the weight room to converse with members and offer support ▪ Welcomes and orients new members to the facility ▪ Addresses members' questions and concerns (if unaware of answer, directs member to the appropriate individual) ▪ Assists with spotting ▪ Immediately informs the Instructor on Duty if a member performs an exercise with potential risks of injury to him/herself and/or others ▪ Encourages proper or desirable behaviour by enforcing the Weight Room Rules and Regulations ▪ Enforces reservation procedure and permitted times on cardio machines ▪ Replaces weights and equipment after use ▪ Encourages members to maintain the tidiness and cleanliness of the Weight Room by wiping down machines and replacing weights and equipment after use ▪ Maintains cleanliness of the weight room and assists with routine housekeeping tasks ▪ Verifies that the facilities are left clean and secure ▪ Replaces and files forgotten program charts ▪ Provides emergency assistance when required ▪ Understands emergency protocols, reporting of accidents, and evacuations procedures

- Upholds an open communication with the Coordinator
- Informs the Coordinator of any damaged or defective equipment
- Reports complaints to the Front Desk and the Coordinator

***** Please note that Welcome Staff are not authorized to recommend exercises and/or design training programs for YMCA members**

Expectations of the Volunteer

- Maintains HeartSaver (CPR) certification
- Reports to duty at least 5 minutes prior to the beginning of a scheduled shift
- Respects the dress code
- Promptly notifies the Coordinator in the event of an absence from a scheduled shift
- Trains outside working hours
- Promotes and upholds the core values of the YMCA
- Follows the Employee Guidelines

Job/Association-Related Requirements

- HeartSaver/CPR Certification
- Bilingual – Spoken (Basic/functional level)
- 18 years of age +

Competencies

- *SERVICE ORIENTATION*: Deliberately identifies and creates opportunities to enhance each and every individual's YMCA experience.
- *CONCERN FOR HEALTH & SAFETY*: Acknowledges and understands how to manage and educate others of risk and harm reduction.
- *COMMUNICATION*: Communicates in a thorough, clear and timely manner and supports information sharing and goal achievement across the YMCA.
- *INITIATIVE*: Does the right thing at the right time without being asked.

If you are interested in this volunteer opportunity, please send your application (CV and cover letter) to:

To: **Caroline Laurin, Coordinator of Health, Fitness and Recreation**
 Email: caroline.laurin@ymcaquebec.org Fax: 514-935-1787