



# YMCA Volunteer Opportunity and Job Description

## Health, Fitness and Aquatics Centre – Membership Service Host

**Locations:** Health, Fitness and Aquatics Centres across the Niagara Region including Fort Erie, Grimsby, Niagara Falls, Port Colborne, St. Catharines, and Welland.

### **Purpose:**

To assist in providing excellent service to YMCA members. Volunteers can help people grow in many ways that are consistent with the YMCA's mission of building body, mind and spirit.

### **Expectations:**

- To appreciate and support the YMCA values, mission and vision.
- To demonstrate energy, dedication and enthusiasm.
- To appreciate and desire to generously serve all.
- To thrive in an atmosphere of change and ambiguity.
- To work as a member of a team.
- To achieve planned results through personal initiative.
- To model commitment to service excellence and quality.

### **Responsibilities:**

- To greet and welcome members.
- To provide Program and Membership information.
- To respond to member concerns in a positive and supportive manner.
- To assist in maintaining a clean facility.
- To be in YMCA volunteer dress code (volunteer t-shirt and black bottoms).
- To follow all YMCA policies including the Child, Youth and Vulnerable Person Protection Policy and Procedures.

### **Qualifications:**

- Excellent people skills and service orientation.
- Current Criminal Reference Check (issued within the last 12 months) will be required.
- 18 years of age or older.
- Interview and 3 references will be required.

### **Training and Support:**

- Volunteer orientation inclusive of relevant YMCA Policies and Procedures.
- Supervision and support from Membership Director or Team Leader.
- Opportunity to attend team meetings.

### **Time Commitment:**

Minimum of 2 hrs/week

### **To Apply:**

Complete volunteer application form and drop it off at your local YMCA Health, Fitness and Aquatics Centre or email [volunteer@niagara.ymca.ca](mailto:volunteer@niagara.ymca.ca)

*Accessibility accommodations and materials in alternate formats for individuals with disabilities can be arranged upon request.*

For more information for this and other opportunities at the YMCA of Niagara please visit our website: [www.ymcaofniagara.org](http://www.ymcaofniagara.org)

## YMCA of Niagara

The YMCA is a charity dedicated to building healthy communities.

The YMCA of Niagara delivers programs in Health & Fitness, Community Outreach, Child Care, Day Camp and Employment & Newcomer Services throughout Ontario's Niagara Region.

We are committed to nurturing the potential of children, youth and families, promoting healthy living and fostering social responsibility within the community.

Operating from 112 sites across Niagara, and supported by 1,500 employees and 840 volunteers annually, the YMCA has a positive impact on the health of over 92,000 individuals annually.

Our focus on inclusiveness and accessibility means we serve people of all ages, backgrounds and abilities through all stages of life. Through the YMCA Strong Kid campaign, the YMCA is accessible to all.

Building healthy  
communities