



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Metropolitan Washington Job Description

Position: Healthy Heart Ambassador, Blood Pressure Self-Monitoring **Employee:**

Status: Non-Exempt

Job Code:

Position #:

Branch: ASO

Revision Date:

Basic Function and Scope of Responsibility:

Facilitate delivery of YMCA's Blood Pressure Self-Monitoring (BPSM) program, provide support and guidance to program participants, actively engage and recruit participants, and maintain fidelity to the curriculum. Additionally, lifestyle coaches will support the Community Health programs as needed.

Supervisory Responsibility:

X No Supervisory responsibility

- Provides guidance, leadership, or training to other employees (no direct supervision)
- Directly responsible for supervising non-exempt, clerical, or office administration personnel
- Directly responsible for supervising exempt, professional, or technical employees
- Directly responsible for supervising supervisory/managerial employees

Organizational Structure:

Job title to which this position reports: *Association Director of Community Health*

Job titles directly reporting to this position: *None*

Job titles indirectly reporting to this position: *None*

Essential Duties and Responsibilities:

- Assists in implementation and coordination of BPSM program.
- Attends a BPSM training before the start of program.
- Coordinates participation with membership and wellness departments at respective site.
- Creates a safe, judgment-free, and encouraging environment that is friendly and non-competitive for participants.
- Fosters relationships between all program participants.
- Prepares for each session by reviewing materials and content.
- Sends weekly messages and/or texts to participants to ensure adherence to the program.
- Effectively develops and carries out appropriate nutrition and cooking classes for members and community members of YMCA Anthony Bowen.
- Assists with member engagement and community events relevant to program.
- Models appropriate professional behavior at all times.
- Effectively communicates with class participants before, during and after classes.
- Attends all YMCA training programs and staff meetings as requested.
- Reports concerns and conflicts directly to supervisor.
- Creates a warm and friendly atmosphere for participants to learn.
- Maintains a flexible schedule to include weeknights and weekends.
- Other duties as required.

Customer Service Standards:

Staff Engagement:



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- Greet everyone with a smile, eye contact and by name
- Be knowledgeable of all programs and activities to engage candidates

Facility Excellence:

- Ensure that information communicated and/or displayed is updated and accurate
- Be proactive and responsive to all candidate and staff needs

Show:

- Share personal Y experience with all
- Share Y Mission stories

Required Competencies:

Mission Advancement

- Values – Models and teaches the Ys values.
- Community – Ensures a high level of service with a commitment to improving lives.
- Philanthropy – Cultivates relationships to support fundraising.

Collaboration

- Inclusion – Champions inclusion activities, strategies, and initiatives.
- Relationships - Builds relationships to create small communities.
- Influence – Empathetically listens and communicates for understanding when negotiating and dealing with conflict.
- Communication – Effectively tailors communications to the appropriate audience.

Operational Effectiveness

- Quality Results – Holds self accountable for high-quality results using a formal process to measure progress.

Personal Growth

- Emotional Maturity – Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance.
- Functional Expertise - 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.

Education, Certification, Skills, and Experience:

- High-school diploma or GED
- Strong written and oral communication skills
- Excellent organizational and management skills
- Strong interpersonal skills
- Intermediate computer skills and working knowledge of Microsoft Office (Excel, Word, PowerPoint)
- Ability to maintain confidentiality and work with confidential data
- Prioritize and manage multiple projects simultaneously, and follow through on issues in a timely manner
- Ability to interact comfortably with employees at various levels of the organization
- Use initiative, independent judgment and problem solving within established procedural guidelines

Working Conditions:

- Physical ability to work on feet for extended periods of time
- Physical ability to lift up to fifty pounds
- Physical ability to work at the computer for extended periods of time

Signatures/Acknowledgement:

I have read and understand the job description for my position at the YMCA of Metropolitan Washington. The above statements are intended to describe the general nature and level of work being performed by persons assigned to this position. They are not intended to be an exhaustive list of all associated responsibilities, skills, efforts, or working conditions. YMCA of Metropolitan Washington, reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.

Employee Signature: _____

Date: _____

Supervisor Signature _____

Date: _____