

**eliminating racism
empowering women**
ywca

Central Massachusetts

Position:	Water Exercise Instructor - Substitute
Accountability:	Lead Instructor or Coordinator
Hours of Work:	Mid-day and evening classes week days
Hourly rate:	\$14.50 if AEA certified, \$12.00 without certification
Location:	Worcester
CORI Required:	Yes

About the YWCA Central Massachusetts

For more than 125 years, the YWCA Central Massachusetts has served as a life-long positive force for women and girls, their families and communities. By leveraging the reach, power and passion of our members and supporters, we have created lasting change.

The YWCA Central Massachusetts offers a wide range of programs, including early education & care; domestic violence services; career assistance; healthy lifestyle promotion. Our services strengthen women and girls in the community, helping them to realize their full potential.

General Function:

Perform functions that will provide the very highest quality of programming and customer service for participants, and ensure health and safety standards to maintain and ultimately increase class participation. Implement skill and age appropriate curriculum and lessons. Excellent personal and customer relation skills are required.

Responsibilities:

- Design, develop and implement program within designated discipline (Aquatics, Fitness, specialized programs), varying program as appropriate to keep participants interest.
- Conduct classes according to certification standards and with the highest regard for differences in abilities to ensure the safety of participants.
- Y-on-Wheels: Travel to and from locations outside of the YWCA facility for programming.
- Make each participant feel welcome and comfortable, asking for feedback and suggestions to maintain customer satisfaction.
- Report any problems or concerns expressed by participants to supervisor ensuring effective resolution and follow-through.
- In the event of absence, schedule a qualified substitute and inform supervisor of the substitute; if unable to schedule a qualified substitute, consulting with supervisor in a timely manner to determine course of action.
- Maintain accurate records of class participants as required.
- Notify supervisor of any facility or equipment repair needs.
- Enforce the policies and rules of the program and facility.
- Keep program and office spaces organized and free of clutter.

- Attend scheduled meetings to share information and ideas.
- Perform other duties as requested.

Qualifications:

- Certification in the designated discipline as required – Certified Instructor
 - All instructors must be willing to attend training
 - All Instructors must have the ability to relate to people of diverse skill levels and interest
 - Exhibit a commitment to providing quality customer service
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How to apply:

If you are interested in applying for the above position please send resume to:

Email: HR@ywcacentralmass.org

Fax: Human Resources at 508-754-0496

Mail: YWCA Central Massachusetts
Attn: Director of Human Resources
1 Salem Square
Worcester, MA 01608-2090

The YWCA Central Massachusetts is an Affirmative Action/Equal Opportunity Employer.