



## YMCA of Southwestern Ontario

### About the YMCA of Southwestern Ontario

As a leading multi-service charity, the YMCA of Southwestern Ontario is invested in creating opportunities for all to grow in spirit, mind and body, regardless of background, belief or ability. As a leading charity, our volunteers contribute thousands of hours helping build strong kids, strong families and strong communities. We provide various services that offer unique volunteer opportunities that enhance the lives of our community members, as well as the lives of our volunteers.

### Our Core Values

At the YMCA of Southwestern Ontario, we require our staff and volunteers to demonstrate the association's core values to colleagues, members and participants.

- **Honesty:** to tell the truth, to act in such a way that you are worthy of trust, to have integrity, making sure your actions match your words
- **Caring:** to accept others, to be sensitive to the well-being of others, to help others
- **Respect:** to treat others as you would have them treat you, to value the worth of every person, including yourself
- **Responsibility:** to do what is right, what you ought to do, to be accountable for your behaviour and obligations
- **Inclusiveness:** to create a place for everyone at the Y

### Benefits of Volunteering at the YMCA of Southwestern Ontario

At the YMCA of Southwestern Ontario, we are committed to providing volunteers with clear roles, responsibilities and expectations while maintaining ongoing feedback. We provide meaningful experiences that match our volunteer's skills and interests. We embrace the diversity of our volunteers and provide accommodations when necessary. At the Y, we celebrate our volunteers both formally and informally while sharing their stories.

**Be an Active Community Member, Develop New Skills, Enhance Personal Well-Being, Build New Positive Relationships and gain a Sense of Achievement.**



# Membership Services Volunteer

**Program Description:** Assist Membership Staff while building relationships with members, staff, volunteers, and participants. Demonstrate knowledge of the YMCA mission, core values, and act as a positive role model. Help maintain fun and safe Membership Service areas

## Duties

- Provide Tours for both members and guests throughout the facility
- Provide information to members and guests in persona over phone about pricing, programs, services etc.
- Follow proper procedures for facility access and child protection
- Provide excellent customer service
- Address behaviours that are inconsistent with the Y Core Values
- Maintain regular communication with Manager/Supervisor of Member Services Team
- Complete all online trainings, program training and WHY School
- Adhere to all COVID-19 rules and regulations
- Be an Ambassador for the YMCA

## Qualifications

- Minimum age 14
- Original Criminal Reference Check with a Vulnerable Sector Screening less than 6 months old for volunteers 18 years and older
- First Aid and CPR an asset
- Fun, friendly and enthusiastic
- Excellent customer service skills
- Positive role model
- Hardworking, dependable and a team player
- Genuinely interested in being a part of the YMCA

## Location

StarTech.com YMCA, Community Centre & Library

501 Southdale Road West, London, Ontario

## Time Commitments

- Minimum commitment of 6 months
- Available shifts (2 hours):  
Fridays 4pm – 9pm, Saturdays after noon,  
Sundays 3pm – 5pm

## How to Apply

1. Download and complete application from our website [www.ymcaswo.ca/volunteer](http://www.ymcaswo.ca/volunteer)
2. Email application with 3 references and resume to [volunteer@swo.ymca.ca](mailto:volunteer@swo.ymca.ca)
3. Indicate location and volunteer position applying for in email subject

*The YMCA of Southwestern Ontario is committed to providing a barrier-free environment for all stakeholders including our members/participants, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.*

*We thank all interested applicants however only those selected for an interview will be contacted.*