



## **BILLINGS FAMILY YMCA JOB DESCRIPTION**

Job Title: **Behavioral Health Support Staff**

FLSA Status: Part time, Non-exempt

Revision Date: January 2026

Reports to: Youth Development Director

### **POSITION SUMMARY:**

This position will provide behavioral health guidance for youth YMCA programs, such as aquatics, youth fitness, summer camp, after school and EGL programs. This will be a floater position home based in afterschool/summer camp departments. The position will help lead in moments where emotional de-escalation is needed in the above youth programs. This position will work closely with staff to support each situation and coach staff how to be better equipped to handle such situations. The expectation is to provide a high-quality experience for both children and parents and to allow space for children in programs to be able to think through emotions and allow more success in YMCA programs.

### **ESSENTIAL FUNCTIONS:**

- Supports both staff and children during a time of emotional distress.
- Maintains positive relations with parents and other staff.
- Adheres to program standards including safety and cleanliness standards.
- Follows YMCA policies and procedures, including those related to medical and disciplinary situations, child abuse prevention and emergencies.
- Maintains required program records.
- Represent the YMCA at community events that involve children activities as assigned.
- Be flexible to attend required Family Nights, Meetings, trainings and community events.
- Completes goals specific to department.
- Must have outstanding time management skills which will be crucial for success in this position.
- Must always maintain strict confidentiality.
- Strong and consistent communication with the Director is required.
- Approaches situations with core value mind set of caring, honesty, respect and responsibility.
- Assist in behavior health training for staff

### **CORE COMPETENCIES (ALL STAFF):**

#### **CUSTOMER SERVICE**

- Always have a friendly, helpful attitude and wear a smile.
- Take initiative to greet and assist all members, potential members, program participants and volunteers in a courteous, professional and friendly manner. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities.
- Work daily to develop personal and meaningful relationships with members, volunteers, donors and others. Strive to understand individual's goals and interests to enrich their YMCA experience by introducing them to new programs, staff, members and volunteer activities.

- Actively listen, reflect and respond to member questions and concerns in a caring manner. When the opportunity presents itself, go above and beyond to resolve the situation immediately.
- Embrace new approaches and discover ideas to create a better member experience.

### **MISSION ADVANCEMENT**

- A willingness to commit to the mission of the YMCA. Demonstrate a desire to serve others and fulfill community needs.
- Is familiar with and able to articulate the mission statement, areas of focus and core values of the YMCA with people of all ages and backgrounds. Models the core values of caring, honesty, respect and responsibility while working and communicating with members, program participants, volunteers and other staff members.
- Be knowledgeable and supportive of the YMCA annual support campaign.
- Be informed about volunteer opportunities.
- Speak enthusiastically on behalf of the YMCA publicly and at given opportunities.

### **TEAMWORK**

- Ability to establish and maintain harmonious relationships with staff members in all departments.
- Seek's every opportunity to encourage, motivate and thank fellow staff members for their work.
- Be knowledgeable about YMCA programs and protocols. This includes being familiar with all current program guide information, upcoming events and other special activities.
- Keeps up to date all internal communication.

### **OPERATIONAL EFFECTIVENESS/SAFETY**

- Be dressed in appropriate attire and wear nametag at all times. Consistently perform duties in a safe and conscientious manner.
- Follow and enforce all YMCA procedures and policies, including those related to: personnel guidelines, medical and disciplinary situations, child abuse prevention, safety guidelines, facility access procedures, membership policies and emergencies. Complete Incident Report Forms as required.
- Be knowledgeable of all current Emergency Action Plans and carry out plans as necessary.
- Maintain a clean and safe YMCA. Take initiative to clean up/repair areas. Complete Maintenance Request forms as needed. Report safety issues to the appropriate supervisor.
- Attend and remain current on all mandatory trainings and staff meetings.

### **QUALIFICATIONS:**

1. Four-year bachelor's degree in education, psychology and/or school counseling preferred. This is not a certified counseling position.
2. Previous experience working with emotional regulation and neurodivergent children preferably in a day camp or afterschool setting preferred.
3. Additional certifications preferred in Mental Health First Aid and Trauma Informed Care.
4. Experience preferred in one or more of the following areas: outdoor recreation or camping, songs/music, skits, sports, aquatics, recreational games, and working with large groups.
5. Must be 18 years of age or older.
6. First Aid and CPR are required.
7. Must complete YMCA onboarding and background check.
8. Previous experience with diverse populations preferred

**PHYSICAL DEMANDS:**

1. Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency.
2. Ability to perform all physical aspects of the position; including walking, standing, bending, kneeling, leaning, reaching and lifting.
3. Ability to plan, lead and participate in a range of activities in a variety of outdoor/indoor settings.
4. Ability to thrive in a fast-paced environment with the unique challenges of a non-profitcommunity service organization.
5. Ability to interact with a diversity of people and various levels of personnel using sound judgment on ambiguous issues.
6. Ability to handle multiple tasks simultaneously.

**This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.**

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Director's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

