

## Volunteer Role Description

### Service Unit Manager

Position Term: *	3 years - renewable upon GSSNE evaluation
Accountable to:	GSSNE's Regional Manager, GSSNE's Director of Membership
Classification:	Voluntary, unpaid position

### Position Summary:

Service Unit Managers provide varying levels of support and guidance to leaders, parents/caregivers, volunteers, and community partners to cultivate a positive experience that builds girls of courage, confidence, and character, who make the world a better place. They work collaboratively with GSSNE's Regional Managers to make a positive impact on their community

### Essential Duties & Responsibilities:

- Host a minimum of 5 service unit meetings per Girl Scout year. Schedule (dates and locations), plan, and facilitate meetings, and communicate details to their Girl Scout community (volunteers, caregivers, youth, community partners).
- Recruit individuals to fill vacant service unit team positions.
- Encourage new team members to receive appropriate training for their positions.
- Develop communication plans and processes for the year (newsletters, Facebook pages, Rallyhood, other social media platforms).
- Engage in continual learning to increase expertise and remain relevant in the areas of motivation, management, conflict resolution, collaboration, and team building.
- Ensure the service unit has an active and ACH registered bank account approved by GSSNE, and that an accurate, completed finance report is submitted on time to GSSNE annually.
- Upholds a commitment to the service unit's goals and objectives.
- Maintains knowledge of current GSSNE information and communicates it to the service unit.
- Provides local troop leaders with support such as regular service unit meetings, updates from GSSNE, support with troop issues, answers and resources for volunteer questions.
- Offers at least one service unit team building activity per year for all volunteers.
- Attends at least 2 GSSNE SUM/CRC collaboration meetings per troop year.
- Comply with all GSUSA and GSSNE policies and procedures, including Volunteer Essentials, and recognize, understand, accept, and support all GSSNE goals and objectives, including the Diversity Equity and Inclusion Statement.<sup>1</sup>

## Requirements and Qualifications:

- Present a positive image of Girl Scouts to youth, volunteers, and the public/community at large by being guided by the Girl Scout Mission and Promise & Law in all actions, at all times.
- Be a registered Girl Scout member of GSSNE with current valid background check(s) conducted through GSSNE.
- Have reliable communication pathways, i.e., email and phone.
- Have demonstrated the successful ability to handle a wide range of sensitive and confidential issues and communicate effectively with diverse groups.
- Willingly accept constructive feedback, seek developmental opportunities, and energetically and confidently possess a drive to achieve Council goals.
- Express ideas and facts in a clear, understandable, and professional manner appropriate for the individual or group; listen to and comprehend what others are saying.
- Practice autonomy to assess own skills and abilities while identifying areas for improvement.

## GSSNE Offers:

- Access to professional development and network opportunities
- Access to certification opportunities and Girl Scout-specific training
- Early access to reservations of GSSNE facilities for service unit programming

## Term:\*

3 years, renewable upon GSSNE evaluation

\* A term is a 3-year commitment while maintaining good standing with the council, i.e., meeting the Essential Duties and Responsibilities and the Requirements and Qualifications. Term limits follow the cycle of the Girl Scout year. Individuals should not serve more than two consecutive terms, nor should they serve more than 6 total years. Vacant positions may be pursued by another party to complete the term. If the outgoing individual served most (2.5 years or more) of their term, it is considered full term for renewal purposes. If another individual fulfills a vacated position with a majority (2.5 years or more) of the term left, the incumbent is considered to have fulfilled one term. If another individual fulfills a vacated position with a minority (up to 2.4 years or fewer) of the term left, the incumbent will not be marked as a full term for term renewal purposes. GSSNE will evaluate term conditions on a case-by-case basis, with the potential to offer a term extension, transition period, or mentorship. This position with GSSNE is "at will," which means the relationship may be terminated by either party, with or without cause at any time.

<sup>1</sup> GSSNE is committed to achieve pluralism through respect for and appreciation of the religious, racial, ethnic, social, and economic diversity of this Country by reflecting that diversity in its membership, leadership, and programming. We believe this commitment is an integral part of all that we do as an organization. Only individuals willing to accept the basic tenet that Girl Scouting is for all girls may serve in volunteer leadership.