



# Service Unit Manager Role Agreement 2025-2026



 **Overview:** Provides leadership to the service unit, supporting Girl Scout volunteers and championing the Girl Scout mission within the designated communities.

 **Appointed by and reporting to:** Your designated Regional Membership Manager (a staff member of Greater Chicago and Northwest Indiana)

 **Term:** Service Unit Managers serve for a term of one year. They are evaluated and reappointed annually. (At this time there is no limit on terms that a Service Unit Manager can serve.)

## **Requirements:**

- All Girl Scout volunteers must be:
  - 18 years or older
  - Current registered members of Girl Scouts
  - Have a current, eligible background check on file with GCNWI (background checks must be renewed every three years)
- Service Unit Managers must submit a signed role agreement by October 31, 2025 to be eligible to fill the role for the 2025-26 Girl Scout year

## **Qualifications:**

- A Service Unit Manager—or SUM must:
  - Complete the Service Unit Onboarding session and Service Unit Learning Path (in gsLearn) - and stay current on assigned supplemental trainings applicable to this role
  - Understand and follow Girl Scout policies and procedures, as defined in GCNWI Volunteer Essentials and Safety Activity Checkpoints
  - Model positive behavior, guided by the Girl Scout Promise and Law and consistent with the Girl Scout mission, including, but not limited to:
    - Respecting and promoting diversity, equity, inclusion, and access; seeking support from council, where applicable
    - Maintaining objectivity and confidentiality in required situations
    - Creating a collaborative team environment
    - Embracing a problem-solving mindset
  - Currently be in good standing as a volunteer in our council
  - Demonstrate excellent verbal, listening, written, organizational, and interpersonal skills

## **Key Responsibilities:**

- Collaborate with the appointed council staff contact and the (volunteer) service team (where applicable) to develop an annual SU plan that focuses on SU goals as set by council and the service team
  - The SU plan should include an annual SU calendar with monthly (or every other month) leader meetings and other activities (i.e. council product programs: Fall Product and Cookies, trainings, SU events, social gatherings, etc.)
  - Monitor the SU plan to track SU goals and reports progress toward those goals to the SU
  - Communicate any changes to the SU plan to your staff contact and assigned council staff team
- Attend regular council-led SUM meetings (SUMs are asked to attend or appoint another member of the SU Team or SU to attend at least two out of the three scheduled quarterly meetings in September, February, and May 2025-26 and at least two out of the three virtual webinar sessions in October, November, and January 2025-26; in December and March, we will host social events for you and your SU Team)

## Key Responsibilities:

- Oversee SU finances
  - In partnership with the SU Treasurer (where applicable), regularly report on SU funds, including income and expenses
  - Complete the SU Finance Report, due annually by July 31
  - **Service Unit Managers whose SU has not completed the SU Finance Report for 2025-26 by July 31, 2026 may not be eligible to fill the again for the 2026-27 Girl Scout year**
- Lead the SU, acting as support for the volunteers and as a liaison to council staff
  - Support and promote GSUSA and GSGCNWI policies
  - Distribute monthly council communication to volunteers in your service unit
  - Appoint, train, manage, and inspire the SU team volunteers
  - Provide council staff with local support for Girl Scout recruitment
  - Support council registration and renewal efforts
  - Promote and encourage volunteer recognition and appreciation efforts at the local and council levels; appoint a SU team member to oversee this process, where applicable
  - Promote the pursuit of the Girl Scout Bronze, Silver, and Gold Awards; support that work, where applicable with informational sessions for Cadette/Senior/Ambassador troops, promoting award projects, celebrating the achievement of these awards at the SU level, etc.
  - Represent Girl Scouts in the SU communities
- Manage conflicts within the SU in a confidential manner, seeking support from council staff when necessary; request conflict management training for your SU team to prepare them for these situations

## Our Council Commitment:

At Girl Scouts of Greater Chicago and Northwest Indiana, we are committed to supporting you every step of the way. Our team is here to provide you with a single point of contact and access to all the resources you need for service unit growth. We promise clear, consistent communication, leadership development, and collaboration on your annual service unit plan. With comprehensive training, networking opportunities, and ongoing support at your meetings, we are here to help you successfully recruit and lead girls and volunteers in your community.

We view our relationship as a collaborative one. If there is anything that you need to serve as a service unit manager, council staff will do our best to provide it for you. We regularly have conversations about supports that our volunteers need most - so your suggestions are always appreciated.

Service Unit Manager Name (print) \_\_\_\_\_

Service Unit Manager Signature \_\_\_\_\_

Date \_\_\_\_\_