

Service Unit Manager Role Description



Purpose: Provides leadership to the Service Unit, supporting Girl Scout volunteers in the designated geographic area and championing the Girl Scout mission within those communities.

Appointed by and reporting to: A GCNWI staff Regional Membership Manager

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 the 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

Qualifications:

- A Service Unit Manager—or SUM (and all Service Unit Team members) must:
 - Complete the core Service Unit—or SU training(s) and stay current on assigned supplemental training offerings 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 in good standing as a volunteer in our council
 - Demonstrate excellent verbal, listening, written, organizational, and interpersonal skills

Key Responsibilities:

- Collaborate with the (staff) Regional Membership Manager—or RMM and (volunteer) Service Team (where applicable) to develop an annual Action Plan that focuses on SU goals as set by Council and by the Service Team
 - The Action Plan should include an annual SU calendar with monthly (or every other month) leader meetings and other activities (ie Council Product Programs: Fall Product and Cookies, trainings, SU events, etc)
 - Monitor the Action Plan to track SU goals and reports progress toward those goals to the SU
 - Communicate any changes to the Action Plan to the RMM and assigned council staff team

Key Responsibilities (*continued*):

- Attend regular Council-led SUM meetings
- 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 31st**
- Lead the SU, acting as support for the volunteers and as a liaison to Council staff
 - Distribute monthly council communication to Service Unit Leaders
 - 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.
 - Support and promote GSUSA and GSGCNWI policies
 - 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