



Deep Dive Service Unit Manager



Thank you for leading.

Three-year term



girl scouts
of the desert southwest—
southern new mexico
& west texas

SERVICE UNIT MANAGER

SERVICE UNIT TEAM MEMBER

Summary: The Service Unit Manager supports Girl Scouts in a designated community by coordinating and overseeing the work of the Service Unit Team. This is accomplished by appointing team members and developing a plan for the service unit that encompasses recruitment, retention, effective consistent communication and provides a welcoming environment.

Term of Appointment: The Service Unit Team Manager is appointed for a three (3) year term from October 1 through September 30, renewable upon completion of the council volunteer evaluation process. This position requires an average of 10 hours per week.

Supervision: The Service Unit Team Manager is supervised by the GSDSW Troop/Service Unit Support team which will provide general oversight for all service unit operations.

Responsibilities:

- Lead the Service Unit Team to manage and maintain the Girl Scouting in a designated area
- Appoint and manage a Service Unit Team in support of a designated group of troops within a region
- Plan, schedule, and conduct Service Unit Team and Service Unit meetings for volunteers within the SU
- Lead the Service Unit Team in planning, implementing, and reaching Service Unit recruitment and retention goals
- Assist in developing and implementing plans for recruiting volunteers and girls in the SU area
- Ensure all volunteers and leaders within the Service Unit are processed and trained in a timely manner
- Assist with the formation of new troops and placement of girls in existing troops
- Create an atmosphere of appreciation within the service unit using both informal and formal recognition methods
- Ensure all required reports are completed and submitted by Troop Leaders and volunteers
- Assist in managing conflict within the service unit area with the support of GSDSW
- Maintain continuous communication with the Troop/Service Unit Support team at GSDSW
- Attend monthly Service Unit Roundtable meetings led by council
- Recommend and mentor a new service unit manager during your third year in this position
- Complete Service Unit Position training provided by GSDSW
- Ensure positive visibility and awareness of Girl Scouting in the community
- Be guided by the Girl Scout Mission, Promise and Law
- Remain informed about, comply, and support the most current policies, procedures, and guidelines of Girl Scouts of the Desert Southwest (GSDSW) and Girl Scouts of the USA (GSUSA)

Qualifications and Core Competencies

- **Girl Focus:** Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interests and needs, while having fun
- **Personal Integrity:** Demonstrate dependability, honesty, and credibility
- **Adaptability:** Adjust, modify own behavior, remain flexible and tolerant in response to changing situations and environments
- **Oral Communication:** Express ideas and facts clearly and accurately; committed to supporting the council by presenting a positive and consistent message of Girl Scouting
- **Foster Diversity:** Understand, respect, and embrace differences
- **Computer skills:** Access to email and the internet, plus knowledge of social media
- **Strong Management Skills:** Planning, coordinating, delegating, supervising and organization
- **Time Management:** Ability to meet council deadline and complete tasks in a timely manner
- **Budgeting Skills:** Conscious decision making about allocation of money such that expenditures do not exceed the income
- **Conflict Management:** Ability to apply appropriate conflict resolution techniques

Additional requirements

- Current GSUSA membership
- Previous Girl Scout experience is preferred
- Completed volunteer background check and training requirements remain up to date
- Remain a volunteer in good standing at all times

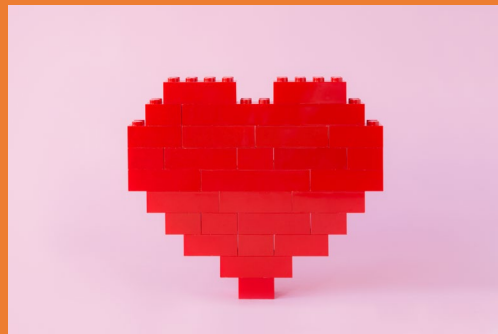
By signing below, I affirm that I have read and understand the information above and agree to fulfill the responsibilities for this position.

Date _____ Service Unit: _____

Print Name: _____ email: _____

Signature: _____

July 15, 2019



Agenda

1. Five main duties
2. Behind-the-scenes
Council processes
3. Questions and
Answer

All Service Unit Team Members Help with.....

Support

Risk Mitigation

Growth

Communication

Girl Scout Fundamentals

Girl Scout Promise

On my honor, I will try:
To serve God* and my country,
To help people at all times,
And to live by the Girl Scout Law.

*Members may substitute for the word God in accordance with their own spiritual beliefs.

Girl Scout Law

I will do my best to be
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong,
and responsible for what I say and do,
and to respect myself and others,
respect authority,
use resources wisely,
make the world a better place,
and be a sister to every Girl Scout.

3 Keys to Leadership

**WHAT
GIRLS DO**
DISCOVER
CONNECT
**TAKE
ACTION**

3 Processes

**HOW THEY
DO IT**
GIRL-LED
**COOPERATIVE
LEARNING**
**LEARNING
BY DOING**

5 Outcomes



Develop a strong sense of self.



Display positive values.



Seek challenges and learn from setbacks.



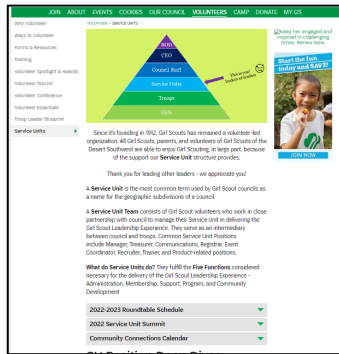
Form and maintain healthy relationships.



Identify and solve problems in the community.

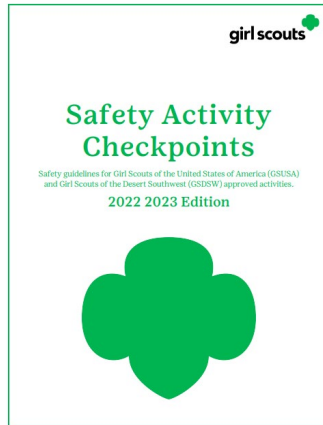
Fundamental Resources

Monthly Roundtable Meetings

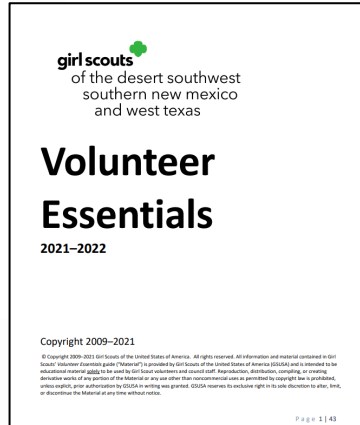


www.gsdsw.org

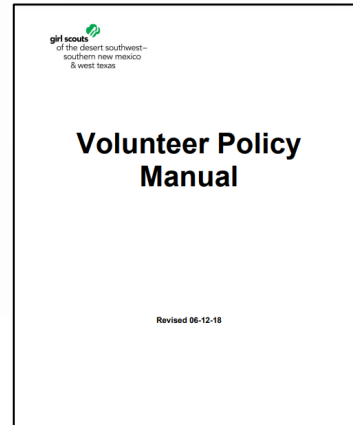
30-minute Check-In



30-minute Check-In



Troop Scoop



Facebook Page & Group

Five Main Duties

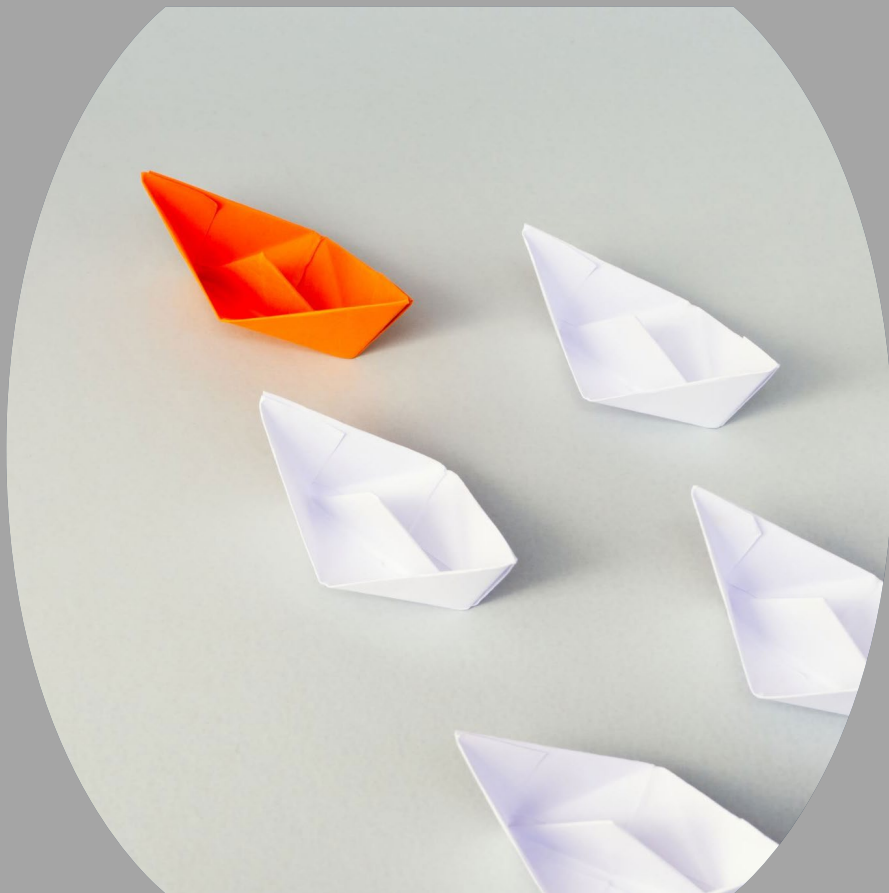
1. Build your team
2. Lead your team
3. Set goals
4. Run your meetings
5. Foster a positive culture



Build Your Team

- Right people for the right role
- A personal ask is powerful
- Do they have what they need to fulfill their role?
- Signed position description
- Training completed
- Succession plans?
- Remember the 5 Functions





Lead Your Team

- Show them the vision
- Share the goals
- Gather input – listen
- Provide them direction
- Let them execute
- Delegate
- Check-in on them
- Share the stage
- Be flexible
- Recognize
- Confront inappropriate behavior



Set Goals

- Specific
- Measurable
- Achievable
- Relevant
- Time-bound
- Recruitment
- Retention
- Program
- Compliance


Council goals will be provided.



Run Your Meetings

- Consistent
- Send reminders
- Virtual is a must
- Set expectations
- Stick to time limit
- Share the microphone
- Build in sharing time
- Vote on business and document
- Let them know they are missed

Sample Agenda



Service Unit Meeting

Date and Time _____

Location _____

MEETING AGENDA

Meeting called by: _____ Troops in attendance: _____

Meeting notes by: _____ Excused: _____

Meeting called at: _____ Missing from meeting: _____

OPENING Pledge & Promise

INTRODUCTIONS & WELCOME- New Leaders, Service Team, any staff or guests present

ANNOUNCEMENTS

- Service Unit announcements- SU Team openings, etc.
- Council announcements/reminders
 - Council event dates, shop/Program center hours
 - Policy updates
 - Publication distribution dates

SERVICE TEAM REPORTS

- REGISTRAR**
- RECRUITER**
- TRAINER/MENTOR:** upcoming trainings, mini-enrichment topic, etc.
- EVENTS COORDINATOR:** upcoming events, etc.
- COMMUNICATIONS**
- PRODUCT MANAGER**
- TREASURER:** Balance is \$ _____

Expenditures \$ _____ spent at _____ for _____.

Deposits \$ _____ from _____.


OLD BUSINESS

NEW BUSINESS

CLOSING

- Thank you
- Door Prizes, etc.
- Friendship Circle or Song

Sample Contact List



Service Unit / year _____

MEETING INFORMATION:

Day _____

Time _____

Location _____

TEAM CONTACT INFORMATION

MANAGER Example: Jane Doe	129-1234	Jane-doe@yahoo.com
COMMUNICATIONS		
TREASURER		
EVENT COORDINATOR		
REGISTRAR		
RECRUITER		
TRAINER		
PRODUCT		

Here are descriptions of each position and how they will assist you in your Girl Scout Leadership role.

Manager: Oversees the whole service unit and assists the team and fellow volunteers to ensure that the service unit is maintaining the GSUSA and GSDSW goals and objectives.

Communications: They maintain email distribution list and manage the communication within the service unit. They will send most emails and correspondence from council, community, service unit team and fellow leaders.

Treasurer: Treasurer will assist in opening troop bank accounts and financial training. Treasurer will assist in all questions related to financials and troop funds. Treasurer oversees the service unit funds as well.

Events Coordinator: Works with SU troops in handling paperwork dealing with SU/troop events. Events coordinator helps with ideas, how to go about them and proper paperwork procedure.

Registrar: The registrar assists in the registration process for new and returning troops. All registration questions, needed paperwork, guidelines, forms and fees go through the registrar.

Recruiter: The recruiter assists in getting new volunteers and girls recruited, placed and placed. This includes building relationships with schools and other community entities.


Trainer: A trainer makes sure volunteers are continuously trained and enriched as well as serve as a mentor to new members. Trainers also help instill an ongoing culture of appreciation for the service unit.

Product: A service unit product volunteers helps ensure a successful Fall Product and/or Cookie program for the service unit.

The Service Unit Team is in place to be a support system for all leaders in a geographical area. They help with all aspects of running a troop. Most appointed team members are or were leaders themselves and understand the process and what is needed to successfully run a troop. Service Units are also a support system of leaders to help each other and learn and grow from one another. A successful service unit relies on all leaders and all troops in its area to be productive and active in all service unit activities and meetings.

For full position descriptions please visit <https://www.gsdsw.org/en/for-volunteers/ways-to-volunteer.html>

Sample Welcome Letter



Service Unit **2020-2021**

A few words from the manager...

Welcome to Girl Scouting!

Thank you for volunteering your time and sharing your talents with your Girl Scouts. You will make a difference in their lives, help in the community and have the opportunity to watch the girls grow. You are a part of the largest girl led program and a wonderful organization that enriches the lives of all girls and volunteers alike. Which I am sure you already know and that is what led you here in the first place.

I would like to introduce myself, my name is _____ and I am the Service Unit Manager. I was asked by the team to fill the manager position last year and I am honored to be a part of this team. Although, this is my 3rd year in Girl Scouts, I am very dedicated to getting the Girl Scout mission out there and getting new troops off to a great start. Since I was in your position not too long ago, I know what you may be going through getting started. Please know that your first year will be challenging but, it will get easier and I am here to assist in any way possible.

To also support you in your Girl Scouting journey, there is the council GSDSW and service unit _____ At council our contact person is _____ she is our Membership Manager. She works closely with the service unit team to ensure that the troops get all necessary information from council and GSUSA. She is very dedicated to the Girl Scout mission and is always willing to help in any way possible. _____ goes above and beyond to ensure all volunteers have what they need to succeed. Our service unit is called _____ Service Unit and we cover _____ We have roughly _____ troops, which means we have years of Girl Scout knowledge within our reach. To help you on your journey we have a team of dedicated leaders that have stepped up to Service Unit positions to ensure that things run as smoothly and as fun as possible and leaders get necessary information from council. We also hold service unit events throughout the year sponsored by troops. Our service unit proudly has a Manager, Registrar, Secretary, Treasurer, Events Coordinator and Product Sales Manager. Along with many seasoned leaders with priceless knowledge about Girl Scouts and willing to share it. We are all here to help and ensure that you succeed, and we all look forward to sharing ideas with you.

We have put together a Welcoming Kit to help you get started with some supplies and a gift certificate to be used in the service unit store for possible books or uniform supplies.

Once again WELCOME TO GIRL SCOUTS and Happy Scouting!!!

SU Manager

"Nothing great was ever achieved without enthusiasm"—Ralph Waldo Emerson



Foster a Positive Culture

- Welcoming
- Inclusive
- Kind
- Growth-minded
- Manage conflict



Behind-the-Scenes Council Processes

Recruitment

New Troop Startup

Troop Leader Switch

Troop Life Cycle Support

Disbandment

Council Processes

Recruitment

Call schools, girl talks, parent talks, flyers, curate leads, funding, conversion

New Troop Startups

Two volunteers, registration, background check, training, five Girl Scouts, troop number, handoff meeting, VTK introduction.

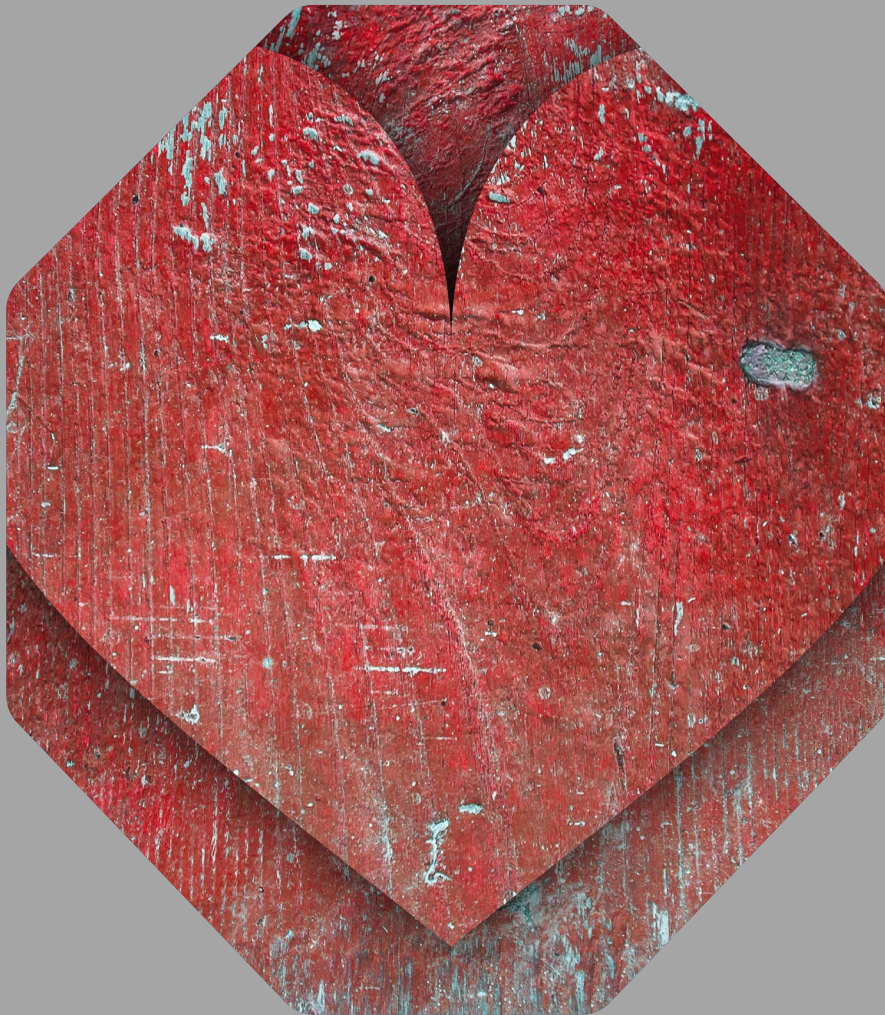
Troop Leader Switch

When an existing troop has a replacement in leadership, we treat them as a new troop. They must email info@gsdsw.org

Disbandment

Troop Disbandment Checklist, Troop Disbandment Form, troop split of funds

Questions & Answers



girl scouts 

Thank You