

Volunteer Position Description:

Service Unit Manager

Purpose: To promote, coordinate and advocate the Girl Scout Leadership Experience within an assigned Service Unit in partnership with the Girl Scouts of the Chesapeake Bay (GSCB) support staff.

Commitment To:

- Service Unit Team
- Service Unit Volunteers
- Adult and Youth Members
- Your Community
- GSCB Council

Election and Term: Service Unit Manager (SUM) opportunities are communicated to all members. Candidates will complete a screening and interview process before being appointed by GSCB staff. Upon successfully completing a one-year appointment, you will have the opportunity for reappointment of your role upon mutual agreement between yourself, Service Unit, and GSCB Council staff.

Responsibilities & Duties:

- Partner
 - Serve as chairperson of the Service Unit Team and act as a liaison between GSCB and active volunteers within an assigned area.
 - In partnership with GSCB support staff and Service Unit Team, create Service Unit action plans to support overall GSCB strategies & Service Unit health.
 - Collaborate with council staff to achieve deadlines, recruitment goals, training, and to build community partners.
- Service Unit Team Support
 - Actively recruit volunteers to fill key Service Team positions and to build a sustainable volunteer pipeline. In the event of a role vacancy, the SUM will serve as interim unless otherwise directed by GSCB staff partner.
 - Oversee the business of the Service Unit and ensure the accountability of Service Unit Team members in their designated roles.
- Host Regular Meetings
 - Annual Planning Meetings with GSCB staff partner.
 - Host regularly scheduled Service Team planning meetings.
 - Host monthly Service Unit Meetings open to all volunteers and Juliette Caregivers to review Council updates, Service Unit updates, Service Unit Team report-outs.
- Communication
 - Ensure the Service Unit utilizes a platform that facilitates effective communication with all volunteers and Juliette caregivers outside of regularly scheduled meetings and that essential information is passed along to all, regardless of meeting attendance.
 - Support regular communication with GSCB staff partners, collaborating on ideas and perspectives.
- Recruit
 - Support local recruitment efforts by hosting Service Unit Recruitment events, facilitation of and presence at back-to-school events, and local community events.
 - Collaborate with GSCB staff partners on large scale territory recruitment events.
 - Ensure that all volunteers understand Service Unit health standards and the role that recruitment plays in achieving those standards.

- Service Unit Celebrations and Events
 - Recognize volunteer and member excellence, highest awards, milestones, achievements, and SU goals.
 - Support members by hosting local programming at the Service Unit level such as encampments, Product Program Rallies, and badge and patch workshops.
 - Ensure that Girl Scout Traditions and Ceremonies are honored, celebrated, and incorporated into SU Event planning such as Bridging Events, Highest Award Ceremonies, Founder’s Day, World Thinking Day, and Girl Scout Week.
- Support
 - Cultivate an inclusive environment that allows all volunteers to feel welcomed, safe, and empowered to share ideas and network with others within the Service Unit; including but not limited to Service Unit meetings, trainings, and social media platforms.
 - Be available and welcoming to support volunteers, answer questions, and ensure deadlines are met, while managing active conflict, concerns, and problems in collaboration with GSCB staff partner.
- Policy and Procedure
 - Complete all required gsLearn training for the Service Unit Manager Role within 30 days of appointment
 - Support the communication and compliance of required trainings to volunteers, scheduling Service Unit wide training events if deemed beneficial.
 - Follow all processes and procedures, as dictated by Girl Scouts of the USA and Girl Scouts of the Chesapeake Bay.

Training Requirements:

- gsLearn
 - 200: SUM Training
 - 200: Mandated Reporter and Abuse Prevention
 - 200: GSCB Finance and Reporting Learning Path
 - GSUSA 2020 National Recruiter Learning Series
 - Any others as deemed by GSCB staff partner
- [GSCB Service Unit Manager Handbook](#)
- [GSCB Service Unit Manager Agreement](#)

General Requirements:

- Behave in a manner that upholds the Girl Scout Promise & Law in all interactions with the public, Girl Scout members, and GSCB staff.
- Current membership with Girl Scouts of the Chesapeake Bay.
- Successfully completed the volunteer screening process, including background checks, training, and additional steps, as necessary.
- Maintain confidentiality and privacy requirements.
- Access, ability, and willingness to utilize technology, including an active email address.
- Provide the requested feedback surrounding all aspects of Girl Scouting.

By accepting any volunteer position with Girl Scouts of the Chesapeake Bay, I accept and agree to abide by the Girl Scout Promise and the Girl Scout Law. I will respect and maintain the confidentiality of all privileged information related to Girl Scouts, its girl and adult members, volunteers, and staff, while serving as a volunteer.