

SU Manager

Volunteer Duties & Responsibilities

ROLE DESCRIPTION

The Service Unit Manager (SUM) recruits, supports and guides a team of volunteers to deliver a quality Girl Scout experience for the adults and girls in a geographic area. The SUM leads a Service Unit Team made up of some or all of the following positions: Event Coordinator, Recruitment Coordinator, New Leader Mentor, Treasurer, Cookie/ Fall Product Coordinator(s). In Service Units with multiple Service Unit Managers, duties will be shared.

DUTIES

1. Work with the Service Unit Support Specialist (SUSS), Troop Support Specialist (TSS), Recruitment Specialist, and SU team to develop and implement the Plan of Success using the SU Planning Guide.
2. Assist the SUSS and TSS in recruiting and supervising the SU team, including supporting team members as they carry out their duties.
3. Work with the SUSS and the TSS to schedule and plan and chair meetings of the SU at least four times per year. Create a **Plan of Work** each year to assess SU growth and set new goals.
4. Assist in the recognition of the SU team and other volunteers by submitting award nominations and coordinating Service Unit delegates.
5. Establish a succession plan for your position, this can include adding a co-manager.
6. Work with the SUSS and the TSS to distribute information to the SU team and co-leaders in a timely manner.
7. Listen to volunteers' successes and concerns, provide conflict resolution as needed, and /or refer to appropriate staff, as necessary.
8. Return all communications from Council staff and volunteers in a timely manner.

REQUIREMENTS

1. Maintain adult Girl Scout Membership for current membership year with satisfactory completion of background screening process.
2. At least one (1) year prior Girl Scouting experience as an Adult Member.
3. Money management skills with ability to develop a budget, demonstrate financial responsibility, and maintain financial records.
4. Energetic and enthusiastic about empowering girls and adults to build courage, confidence, and character.
5. Recognize the value of diversity within the community and encourage mutual respect and understanding among all people.
6. Represent Girl Scouts Spirit of Nebraska in the community in a positive way.
7. Complete Service Unit Manager training on gsLearn (Listed in GSSN Service Unit Manager training).

Service Unit/Volunteer Meetings

The Service Unit Manager, Service Unit Support Specialist, and the Troop Support Specialist will plan and chair a Service Unit/Volunteer meeting.

The TSS will provide updates from the Council at these meetings. In addition, each Service Unit can set an agenda including items such as: event planning, mini-training opportunities, ceremonies, etc.

Volunteer Meeting Planning Checklist

MEETING FACILITY RESERVED

- ✓ Communication with troop co-leaders, Service Team members, and guests
- ✓ Notification of meeting time, date, location sent to all.
- ✓ Arrangements made to distribute materials to anyone not able to attend.
- ✓ Communicate with Service Team Members and guest speakers, brief them on topics to be discussed.

PREPARE AGENDA

- ✓ Gather materials needed
- ✓ Co-Leader/Volunteer sign-in sheet
- ✓ Handouts, calendars, etc. Sample Service Unit Meeting Agenda

Before each meeting, set an agenda. Meetings that have no agenda are likely to have less direction and without its members may stray off topic, leading to few tangible or useful results. In addition, meeting participants may become disengaged if meeting strays from relevant topics, they may decide to skip future meetings.

Ways to Hold a Great Meeting

- Send out an agenda ahead and time to volunteers- include what topics will be covered and any information about upcoming Council events
- Create incentives for volunteers and troop leaders, such as a gift card give away, GS merch, or other troops resources
- Make sure to show appreciation to volunteers and leaders when they come to meetings
- Do check ins with leaders that didn't show up to see if they had any lingering questions and to give them any Council/Service Unit reminders
- Give meeting follow ups over email for those who were not able to attend, life is very busy, and it can be hard to find a time that works for everyone that is why setting out a set schedule of meetings at the beginning of the year can help people volunteers to attend
- Attempt to make the location of the meeting as central as possible or host your meeting at an exciting locale
- Brainstorm with your Service Unit Team on how to volunteer to meetings; have conversations with leaders on how you can encourage them to attend and what they would like to see discussed or covered in the meeting Service Team Meetings.

Understanding Group Dynamics

As a Service Unit Manager, you will often be in the position of facilitating group discussions. For this reason, it is important to understand group dynamics and learn ways to create a positive and productive discussion environment.

IF A GROUP MEMBER...

YOU MIGHT...

Talks without allowing others to participate

Thank him/her for his/her input and ask for other points of view.

Always presents the negative side of an issue

Ask for group reactions to the views or alternate solutions to the problem.

Talk about subjects that are not pertinent

Call attention to the issue at hand or suggest that the topic be discussed later.

Gets lost while trying to make a point

Draw attention back to the discussion objectives. Remind everyone that time is limited.

Engages in side conversations

Call on the talkers by name and ask an easy question to draw them back into the discussion.

Represents the interests of another group

Ask them who they are speaking for. Ask them to discuss how the issue compares to your group's goals.

Acts superior to the group

Ask for other views on the issues.

States messages that are judgmental

Ask the group for other sides of the issue that should be considered.

Acts bored or indifferent

Try to draw them into the discussion by listing alternatives or asking for their opinion.

Is timid or insecure

Draw out the person next to them, then ask their opinion of the view expressed.